

United Arab Emirates Jobs Expertini®

Bar Tender

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Company: Al Tayer Group

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Job Purpose

To maximise beverage sales through providing exceptional customer service in a professional and efficient manner to all guests to ensure customer satisfaction

Key Responsibilities

- Ensure all guests receive positive and professional service to the highest standards to exceed the customer's expectations.
- Take and process customer's orders in an accurate and timely manner.
- Understand and anticipate customer needs, being attentive but not intrusive.
- Have a complete and thorough knowledge of all menu items in order to be able to describe and recommend products to customers.
- Ensure product quality and consistency is delivered at all times to Brand guidelines and Company standards.
- Maintain cleanliness and hygiene standards. Monitor regularly through audit and quality checks as per operational requirements.
- Work within operational procedures to ensure beverage preparation process remain within Company and Municipality guidelines.

- Carry out additional tasks as instructed by management

Key Performance Indicators (KPIs)

Financial

- Cost control /Waste reduction

Business Effectiveness/ Productivity

- Adherence to work standards/operating standards (e.g. hygiene, cleanliness, discipline etc)
- Timely completion/achievement of assigned work/targets

Customer

- Customer satisfaction/feedback (internal/external)

Education

- Certification in Food and Beverage/ Catering would be an advantage

Experience

- 2 years of relevant experience in the food and beverage industry

Functional Skills

- Able to communicate in English (verbal, reading and writing).
- Interest and enthusiasm for the hospitality industry

Additional Information

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