

## Bartender

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Company: Accor

Location: دبي

Category: healthcare-practitioners-and-technical

### Company Description

Raffles the Palm Dubai is on the western crescent of Palm Jumeirah, the world's largest manmade island and archipelago. This luxurious five-star hotel with 391 spacious rooms, suites and villas is embellished with hand-crafted Italian touches and offset by carefully selected amenities to complete the atmosphere of elegance. Guests can enjoy panoramic views, a private beach, state of the art entertainment and recreational facilities, including specialist boutiques, a VIP movie theatre, signature and private restaurants complemented by exquisite banqueting and conference spaces.

When visiting Raffles, guests will discover the individual personality and story offered by the hotel. At the essence of every Raffles is the delivery of thoughtful, personal and discreet service to well-travelled guests. Raffles Hotels & Resorts is an award-winning, luxury international hotel company with a history dating back to 1887 with the opening of Raffles Hotel, Singapore. The portfolio currently comprises eleven luxurious properties, from secluded resorts to city hotels in key locations around the world.

### Job Description

Read daily events to be aware of any VIP arrivals.

Must have a complete working knowledge of bar items, ingredients and preparation

Ensure all details of service are performed properly for every guest

To understand and adhere to Beverage Department Standard Operating Procedures

Change ashtrays, serve cigarettes and wipe down bar area

Carry trays, bus and reset tables with linen, china, glass and silver

Ascertain guest satisfaction and handle any problem which may arise, informing a manager of the problem and how it was resolved

When possible greet regular guests by name and note and serve preferences accordingly

Professionally set up bar at the start of opening, including liquor, icing, glassware, juices and garnishes

Process drink orders in proper calling order both from guests directly and from service staff, checking for correct order and managing billing quickly and efficiently

Make all cocktails in accordance with Hotel's standard beverage manual

Receive and check liquor against previous shift's requisitions

Attempt to limit problems and liability related to customers' excessive drinking

Serve snacks or food items to customers seated at the bar

Organize requisition, pick up and verification for F&B items used in the bar areas

Ensure that the bar is fully stocked and all side opening and closing duties are completed

Slice and pit fruit for garnishing drinks

Arrange bottles and glasses to make attractive displays

Keep the bar area neat and tidy at all times, regularly clearing dishes and glassware

Manage security in the work area, and at no time to leave the bar area unless properly relieved by a colleague

Assist with cleanup - mopping floors, removal of cans and bottles, general cleaning of rails and counters, removal of melting ice in bins

Maintain complete knowledge of all F&B services, outlets, hotel services/features

Able to handle cash following established and proper Accounting procedures

## PERSONAL ATTRIBUTES

Reading, writing and oral proficiency in the English language

Team player with a creative and outgoing personality

Must be well-presented and professionally groomed at all times

Good communication and customer contact skills; good problem resolution skills

Good Food and Beverage product knowledge. A good knowledge of beverage service styles and techniques, beverage preparation and specialized beverage orders of service is required. A good knowledge of all hard liquor, wines, mixes/cocktails.

Qualifications

Secondary school education

## EXPERIENCE

Minimum 2 years food and beverage experience with detailed bar knowledge

Previous public contact and/or cashiering experience

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