

Quonquont Farm

Position Description



Title: Bar Tender
Reports to: Event Coordinator
Hours: Part-time, non-exempt, seasonal
Function: Responsible for maintaining a welcoming and friendly environment for events guests by delivering quality customer service at the bar.

Quonquont's Guiding Principles:

Our Mission: At Quonquont Farm, we are dedicated to stewarding our land, connecting our community to healthy food, and making every guest the center of celebration.

Our Core Values: Community, Professionalism, Optimism, Creativity, and Teamwork

Responsibilities:

Customer Care

- Represents Quonquont Farm to customers.
- Delivers a consistently high level of service to each client.
- Maintains a safe environment by identifying problem clients and working with management to have them removed.
- Welcomes customers, listens to people to determine their beverage preferences, makes recommendations, and takes drink orders.
- Develops and efficient work pace that keeps customers at the bar satisfied at all times.
- Checks identification to ensure customers are the legal age to purchase and consume alcohol.

Bar Tending

- Prepares beverages (alcoholic and non-alcoholic) for bar patrons.
- Selects and mixes ingredients, garnishes glasses, and serves beverages to customers.
- Keeps the bar area clean in accordance with Quonquont guidelines as well as health department regulations.
- Complies with all food and beverage regulations.
- Maintains a clean work and serving area by removing trash, cleaning tables, and washing glasses, utensils, and equipment.
- Restocks and replenishes bar inventory and supplies.

Other Responsibilities:

- Serves as cocktail wait staff, as needed.
- Assists in keeping guest areas clean.

- Accurately and efficiently processes cash, credit, and debit card transactions. Maintains an accurate cash drawer throughout the service and is able to account for any discrepancies in the final drawer tally.
- Assures the safety of the Quonquont workplace and monitors safety for staff and customers.
- Complies with Quonquont personnel policies.
- Represents Quonquont Farm in a professional and courteous manner at all times.
- Provides quality service to all customers and visitors.
- Attends and participates in appropriate meetings.
- Performs other duties as assigned.

Position Requirements:

Education:

- Current TIPS certification.

Experience:

- At least 1 year of experience tending bar.
- Demonstrable knowledge of mixing, garnishing, and serving drinks, including understanding of drink mixing tools and techniques.

Skills and Traits:

- Must be of legal age to serve alcohol in Massachusetts (18 years or older).
- Must agree with and be committed to the mission, values, and policies of Quonquont Farm.
- Must be energetic, team-oriented, organized, and attentive to detail.
- Must be positive, flexible, and able to handle difficult situations with diplomacy and discretion.

Mental, Physical, and Communication Demands:

- Must be available to work when and where needed by the business. Must be willing to work irregular hours, evenings, weekends, and holidays.
- Requires reliable attendance.
- Requires working under pressure with a public audience.
- Requires standing or walking for up to four hours without break.
- Requires basic math and computer proficiency.
- Requires interacting with people in a pleasant, courteous, and professional manner.
- While performing this job, the employee will regularly be required to use hands and arms to reach and grasp to hold products, supplies, and tools; to talk and speak clearly to customers and co-workers; and to hear questions and requests.
- This job requires a great deal of standing, walking, kneeling, bending, crouching, and general mobility throughout the day. It includes the ability to lift, carry, and push items weighing up to 25 pounds regularly throughout the workday.