

# ***Rick's 45 Roadhouse***

## **"Team Member" Job Description**

May 7, 2017

### **Job Summary:**

- Properly prepare and serve drinks per customers' order.
- Cook and serve food to customers.
- Open and close the bar.
- Clean the bar before or after business hours.

### **Team Member Qualifications:**

- Must be at least 18 years old.
- Possess a Wisconsin Responsible Serving Certificate or be in the process of completing the class.
- Must be able to meet the Town of Antigo requirements to be a licensed bartender.
- Maintains a strong "personal brand." Presents themselves as being professional through appearance, demeanor, and any social media, i.e. Facebook, Twitter, etc.
- Have a friendly personality, smiles a lot, and is not bashful.
- The ability to create rapport with customers of "all" ages.
- Able to work day shifts and night shifts to bar closing time.
- Must be physically able to:
  - Negotiate a flight of stairs while carrying at least one case of beer.
  - Maneuver a full half barrel of beer out of the way to gain access to another.
  - Successfully tap a barrel of beer.
  - Empty a garbage container filled with empty beer bottles into the outside trash dumpster.
  - Be on your feet for extended periods of time.
- Must have dependable transportation.
- Must have the ability to receive phone calls. Prefer a personal cell phone.
- Able to occasionally fill in as needed, with little notice, during busy and understaffed times.
- Excellent customer service and communication skills.
- Knowledge of how to play "Bar Dice" with customers.
- General knowledge of how to prepare mixed drinks.
- Ability to consistently "free pour" the correct quantity of liquor.
- Works well with others.
- Keeps any and all personal drama out of the workplace.
- Works with little to no supervision.
- Maintains composure when overwhelmed with an abundant of customers.
- The ability to make good decisions by applying common sense.
- Attention to punctuality.
- Ability to recognize and act upon things needing attention (i.e. cleaning, dusting, stocking, clearing tables, sweeping, picking up debris, wiping down tables, etc...).

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- Capable of learning new things and the ability to retain what has been learned.
- Good memory retention for recalling customers' names and drink orders.
- Competent at using a cash register, credit card machine, performing simple math, accurately counting money, and making change.

### **Job Task and Responsibilities:**

- Know and follow all of the Rick's 45 Roadhouse "Standard Operating Procedures."
- Must be aware of all items identified on the Rick's 45 Roadhouse "Must Know List."
- Greet all customers with high energy, a smile, and if possible, by name. Introduce yourself to "new to you" customers.
- Receive customer orders and serve them in a timely (but not rushed) manner.
- Be attentive to customer's wants by anticipating. Watch for empties and refill accordingly. Service should always be attentive, not intrusive.
- Demonstrates a positive attitude about working at Rick's 45 Roadhouse.
- Maintain confidentiality of operations/security at Rick's 45 Roadhouse.
- Recognizes anything that is detrimental to the business and reports it to upper management in a timely matter.
- Accurately performs payout for gaming machines, pools, and "Shake of the Day."
- Minimize any tap beer waste with proper pouring.
- Ability to make all of Rick's 45 Roadhouse specialty drinks.
- Conduct suggestive selling or upselling when possible.
- Maintain a working knowledge of all menu items, beers, liquors, and wines.
- Training new employees.
- Keeping Rick's 45 Roadhouse clean and orderly during business hours.
- Prepare all food menu items without any deviations.
- Follow all health and safety regulations.
- Adhere to any laws regarding the selling or serving of alcohol and tobacco.
- Cleaning the bar after or before business hours.
- Properly opening and closing Rick's 45 Roadhouse.