



POSITION TITLE: Golf Course Bar & Grill Attendant

DEPARTMENT: Golf

REPORTS TO: Food & Beverage Manager

POSITION SUMMARY:

Under general supervision, provides prompt and courteous food and beverage service to guests of the golf course.

ESSENTIAL DUTIES/RESPONSIBILITIES

- Greets and takes food and beverage orders from guests in a professional manner, while accommodating customer requests.
- Exceed service standards as established by Food and Beverage Manager.
- Memorize menu items and daily specials in order to answer questions and make recommendations to guests.
- Controls allocated guest's checks by following established check-use procedures and legibly documenting all required information as the guest's order is taken and processed.
- Receives proper payment from guest and ensures accuracy of guest's check and method of payment in order to safeguard customer and company.
- Respond to customer inquiries and comments in person and on phone by providing timely and knowledgeable information in order to provide customer service.
- Completing all restocking and cleaning duties by performing opening and closing side work as instructed.
- Maintain cleanliness standards in food and beverage service areas in order to have a clean, presentable, attractive facility and to satisfy state and local health board requirements.
- Performs other duties as assigned, requested or deemed necessary by management.

OTHER DUTIES/RESPONSIBILITIES

- Regular attendance is essential to the successful performance of this position.
- You may be required to work varying schedules to reflect the business needs of the golf course.
- Attend regularly scheduled staff meetings and training programs as required.

JOB QUALIFICATIONS

- Must be 18 and eligible to obtain a server's permit for serving alcohol.
- Must be able to pass a drug test and criminal background check.

Knowledge

- Must have basic knowledge of customer service principles.
- Must know standard cash-handling procedures

Skills

- Must be able to use tact and understanding when handling a variety of customer service issues involving guests of all ages, including stressful and highly emotional situations.
- Must be organized and able to pay attention to sound and sight details in a crowded and noisy situation, particularly when handling multiple tasks.
- Must have the ability to perform multiple tasks at one time, must be able to follow verbal and written instructions and be able to communicate both verbally and in writing.

Abilities

- Ability to lift, push, pull and carry tables, chairs, and trays 20-40 lbs
- Bending – Bend to assist in food service and getting supplies.
- Continuous stationary standing required

Material/Equipment

- Ability to use cash register, basic restaurant equipment including but not limited to coffee machines, ice machines, slicer, toaster, grill and beverage dispensers.

Education/Formal Training – High School Diploma or GED and training in food service or related field preferred