



Take Five Limited (TFL) is seeking applicants for the following position.

Bar Manager/Senior Bartender

The Bar Manager is responsible for managing the bar services and ensuring customers are served promptly and courteously in accordance with the Company's steps of service and standard operating procedures.

This position will:

- Oversee the day to day management of TFL's bar and catering beverage services
- Set key performance indicators and targets for the bar
- Set and manage quality service standards and procedures for bar staff
- Oversee the preparation and presentation of beverages to meet company standards and train staff as needed.
- Liaise with the human resources department for recruitment and selection needs, training and development and employee relations
- Assess, development needs of staff and train and coaches for improvement
- Manage staff, set expectations and direct staff to meet company standards and objectives
- Resolve customer complaints to improve customer satisfaction and increase percentage of repeat customers
- Ensure cash procedures are adhered to and strictly monitored, including preparation and calculations of beverage bills and cashing up of tills and complete necessary paperwork
- Take responsibility for stock control, including ordering, maintenance of stock levels and stock rotation, and return of any sub-standard items
- Ensure liquor licenses are always maintained and adhered to
- Develop and maintain professional relationships with vendors and other external stakeholders
- Liaise with the Restaurant Manager to create effective work rosters to ensure staffing levels are appropriate and efficient.
- Prepare alcoholic or non-alcoholic beverages for bar and restaurant patrons
- Interact with customers, take orders and serve snacks and drinks
- Assess customers' needs and preferences and make recommendations
- Create train and plan monthly drink specials for all TFL bars and catering events
- Mix ingredients to prepare innovative cocktails
- Create, plan and present bar menus
- Check customers' identification and confirm it meets legal drinking age
- Restock and replenish bar inventory and supplies
- Focus on customer needs to nurture an excellent guest experience
- Comply with all food and beverage regulations
- Train and develop Bar staff to ensure food and beverage service is to company standards
- Perform any other duties as requested by the Restaurant Manager

Skills and Experience

- Associates Degree in Hospitality Management
- A minimum of 3 years relevant experience as a Bar Manager
- Knowledge of business management principles and practice including basic accounting and cost control procedures
- Proven working experience as a bartender
- Relevant training certificate and TIPS certification
- Excellent knowledge in mixing, garnishing and serving drinks
- Knowledgeable about wine
- Ability to keep the bar organized, stocked and clean
- Excellent problem solving skills and keen leadership skills
- Strong communication and organizational skills
- Computer literate and proficient in Microsoft Office
- Must be honest, reliable and demonstrate good judgement with the ability to think quickly and clearly in a high-pressure environment, multi-task and show initiative
- Must be a team player, responsible, self-starter with a positive attitude

TFL maintains a drug-free work environment and reserves the right to perform pre-employment drug tests and criminal background checks.

All applicants must be punctual, reliable, have good work ethic and able to work Saturdays, Sundays and Holidays.

Persons interested in this opportunity should submit their resumes and applications to HR@tfl.bm by **August 1, 2019**.

