We will create a unique and memorable world-class experience by anticipating member’s needs and providing recognition through personalized service while respecting the rich history of Oak Hill Country Club.

We will create a positive and respectful work environment by providing our associates advancement opportunities and the development tools to be successful.

We will do our part to respect the environment.

SUPPORTING VALUES

Personal Performance & Integrity: Strive each day for improvement of my personal performance; developing my competence and contribution to the betterment of the club.

Respect for the Individual: Every person and position is important to Oak Hill; people are our greatest asset in creating the member experience.

Cooperation and Support: To achieve highest levels of service, we must embrace the power of supporting one another.

Positive Attitude: Optimism about today, our ability to perform as professionals, and our potential for future improvement.
**Position:** Head Bartender

**Department:** Food and Beverage

**Reports To:** Food and Beverage Manager

**Job Description:**

To consistently achieve the service and product delivery standards with a high degree care and service throughout the Bar experience and to provide an exceptional and memorable member experience. The Lead Bartender is responsible for the overall direction and operation of the Restaurant Bars, Banquet Bars and Comfort Stations under the direction of the Food and Beverage Manager in accordance with Oak Hill Country Club standards.

**Job Requirements:**

- Report to work at the scheduled time, neatly groomed and dressed in accordance Oak Hill appearance standards.
- Exceptional knowledge of all Bar standards and operating procedures.
- Exceptional attention to detail.
- Exceptional leadership qualities and management techniques to successfully lead the department.
- Exceptional communication abilities to direct associates and interact with members, guests, clients and internal departments to build relationships.
- Provide leadership and support to Bartenders and Bar Backs.
- Keeps current with changing member preferences and industry trends relative to the beverage operation. Drives the specialty cocktail and beverage program.
- Actively serve as a bartender when needed or required.
- Assists the F&B Manager to plans and executes beverage related events such as wine dinners, tastings etc.
- Acts ethically and honestly at all times due to the sensitive nature of managing alcohol.
- Assures all Oak Hill Country Club associates are following state and local laws and club policies and procedures for the service of alcoholic beverages.
- Assists the F&B Manager to develop and maintains liquor, beer, wine and bar product inventory within budgeted guidelines.
- Develops and maintains product and revenue control systems to reduce theft.
- Works with Grille Room Managers, Banquet Manager and Snack Bar Mangers to train all associates in the appropriate beverage service in their areas.
- Responsible for all golf course outing and club event beverage offerings.
- Assists the restaurant managers with the service of wine and beverage during high volume periods.
• Work in conjunction with Purchasing on the procurement and receiving of beverage product and supplies.

• Meets Bar revenue and expense budget goals and manages within budgetary restraints.

• Assists the F&B Manager to actively develop processes to increase revenue in the Restaurant Bars.

• Anticipate member needs, ascertain satisfaction, and respond urgently and appropriately to concerns and requests.

• Trains and monitor all associates’ performance to insure the Bars are consistently meeting Oak Hill standards. Insure internal inspection scores are maintained within guidelines.

• Assist the F&B Manager to insure member satisfaction scores through the yearly member survey are maintained within guidelines.

• Immediately respond to any guest issues and develop action plans to correct continuous issues.

• Assist the F&B Manager to respond to any associate issues and develop action plans to correct continuous issues.

• Inspects bars daily prior to each shift for setup, cleanliness, organization and maintenance.

• Inspects bars daily at the end of each shift for cleanliness, proper breakdown and to secure the areas.

• Insure all daily side work is completed and that all cleaning of the bars and equipment is accomplished according to schedule.

• Conduct daily pre-shift meetings.

• Schedules all colleagues to maintain the service standards of Oak Hill Country Club while operating within budgeted labor cost guidelines. Actively adjusts schedules according to forecasted business levels.

• Assists the F&B Manager to hire, train, motivate, retain, discipline, evaluate and supervise the work of Bar associates ensuring that that all are complying with Oak Hill Food and Beverage Vision and Values.

• Develops and continually updates and refines training manuals for service to increase quality of service.

• Ensure proper care, security and maintenance of club equipment through proper supervision of associates

• Maintain daily housekeeping and maintenance program to include storage and operational areas and associate appearance. Reports any defective areas to Engineering.

• Direct associates to maintain the back of the house cleanliness and safety.

• Being able to consistently perform tasks with little direct supervision.

• Assists the F&B Manager to perform administrative duties including daily logs, inventory and preparing supply requisitions/ ordering, payroll and associate reviews.

• Attend all required meetings.

• Comply with Oak Hill Food and Beverage Vision and Values.

• Insure all associates are work harmoniously and professionally with co-workers, supervisors and other club departments.

• Actively manage and be present for all club events, golf outings and large events when needed.
In addition, other duties may be required as directed by your management.

**Physical Requirements:**

- Must be able to continuously stand/ walk a minimum of 8 hours
- Must be able to periodically lift and carry up to 30 lbs. over the course of a shift.
- Must be able to bend, kneel, push and pull over the course of a shift.
- Ability to read, write and communicate effectively in English, both written and oral.
- All employees must maintain a neat, clean and well-groomed appearance per Oak Hill appearance standards.
- Will be occasionally required to perform job functions outdoors and be exposed to sun, heat, humidity and other elements.
- Must be able to operate all bar related equipment
- Must be able to work a flexible shift that includes late nights, weekends, holidays and an extended schedule during golf season.

**Qualifications:**

**Education:**
High school or equivalent education required.

**Experience:**
Minimum of 1 year supervisor or above at an upscale restaurant, hotel or club. Country club experience strongly preferred.

**Licenses or Certificates:**
Ability to obtain and/or maintain any government required licenses, certificates or permits.

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.

I ........................................ hereby agree to the responsibilities and job functions detailed in the above job description. I am also aware my duties are not limited to the above and I may be required to perform other activities according to the needs of Oak Hill Country Club.

Signed: .................................. Dated:..................................