

JOB TITLE: Bartender/Bartail**REQUIREMENTS:** prefer bar experience; TIPS for Gaming certification preferred but can be provided once hired**REPORTS TO:** Casino Shift Manager; Bar Manager

The Bartender is responsible for providing exceptional beverage service to guests on the gaming floor and at the bar in accordance with company policy, Colorado liquor laws, and Division of Gaming guidelines. The role requires consistent presence and interaction with gaming guests to ensure timely, responsible alcohol service while maintaining a clean, stocked, and welcoming bar environment.

Training is provided on the job, and once trained, employees are expected to follow policies and procedures at all times. Customer service is our highest priority, but common sense and alcohol regulations must be adhered to when serving alcohol to Gaming and other patrons. A Colorado Gaming License is not required, but if a bartender possesses one it carries with it additional responsibilities.

ESSENTIAL JOB FUNCTIONS:

The following duties are considered essential to the Bartender position and must be performed with or without reasonable accommodation:

- Provide beverage service to all active Gaming patrons at their machines and to walk-up bar guests, following TIPS for Gaming protocol.
- Actively circulate on the gaming floor to greet guests, assess service needs, and promote responsible alcohol service.
- Maintain a presence on the gaming floor with rounds approximately every 30 minutes to all gaming guests.
- Accurately prepare and serve beverages in accordance with standard recipes and responsible service guidelines, using jiggers for all pours on camera.
- Operate the POS system to ring in all sales, comps, and transactions in real time.
- Handle cash, credit, and comps in compliance with company and accounting procedures.
- Maintain a clean and fully stocked bar throughout the shift.
- Communicate and collaborate with fellow team members and managers to ensure seamless guest service.
- Complete bar opening, mid-shift, and closing duties including stocking, inventory tracking, sanitation, and shift changeover procedures.
- Apply conflict resolution skills and professional judgment in situations involving intoxicated guests, safety concerns, or guest complaints.
- Accurately log all service incidents in the TIPS log and report issues to the Casino Shift Manager.

PHYSICAL & ENVIRONMENTAL REQUIREMENTS:

- To perform this job successfully, the following physical demands are required on a regular basis:
- Stand and walk for up to 95% of a 10-hour shift, including up and down stairs.
- Lift, carry, push, and pull up to 35 lbs repeatedly.
- Perform frequent bending, kneeling, reaching, and repetitive motions.
- Operate in a high-paced environment with continuous movement and guest interaction.
- Use hands to operate bar tools, POS system, and cleaning equipment.
- Maintain cleanliness and hygiene per Department of Health and company standards.

Requirements for all shifts:

1. Climb stairs and stand for 8-11 hour shifts
2. Stock Beer, Soda/soda bibs, Juice, Ice bins, change out kegs and CO2 as needed
3. Maintain personal hygiene and follow Department of Health regulations.
4. Carry drink trays to serve guests that are actively Gaming
5. Lift up to 35 lbs.
6. Be able to follow verbal and written instructions; be able to communicate with management and team members verbally and in writing.
7. Utilize the POS system to ring in all drinks or merchandise and process transactions as needed.

Cash handling requirements:

1. Day shift - check out bank bag from cashier cage - \$100.00 bank. Verify beginning bank at cage, under camera. Get a second signature as verification of beginning bank from cashier/CSM. Make changes as needed to operate for the shift.
2. "Z" the register and be sure that it was cleared at the end of the previous shift. Check the journal and receipt tapes and be sure that you have a backup. Always have the receipt tape turned on and functioning.
3. Ring in all sales/comps as you go.
4. Marketing comps/sales: marketing comps can be used. Any remainder owed can be cash sale through the bar – use the register to calculate tax owed (only on cash sale amount) – all paperwork including comps, etc. go with the receipt with your bar paperwork. Keep everything intact for inventory purposes!
5. In the event of an error or over-ring, mark the receipt tape and place it with the corrected tape in the drawer. Note the error and initial it for accounting.
6. Register sheets must be properly dated and signed.
7. At the end of your shift, "X" the register and review the tape. If no changes, "Z" the register. Complete the end of the shift paperwork. Place the "Z" tape, all comp tickets, coupons, and other paperwork in the accounting box. For shift change, oncoming bartender must verify the bank and sign the paperwork stating they've verified and all is accounted for. Day bartender submits any sales and paperwork for their shift before leaving. Swing bartender takes charge of the bank and follows all steps as listed above + turns in bank to cashier at end of shift.

ALL BARTENDERS:

1. Report tips to payroll each shift accurately.
2. Make your presence known! Your job is to provide service to our guests. You must spend an adequate amount of time interacting with each guest to gauge whether they are safe to serve per your TIPS training guidelines. Greet guests upon arrival, offer to serve them at their machines or take cash sales at the Gold Coin bar, acknowledge our appreciation of their business and wish them a return visit when they leave our establishment.
3. Communicate with the CSM for any problem customers, concerns, safety hazards, etc.
4. Use the jigger to properly measure every drink on camera.
5. All sales at the Gold Coin bar must be rung in on camera as they occur; any drinks served at the bar should be a cash sale; guests that are actively Gaming must be served at their machines.
6. Carry wristbands and ID any guest that appears under 40 years of age. If they have an alcoholic beverage in hand, we MUST see a wristband! If you are unsure of the ID, get a second form of ID or get your manager involved.

7. Abide by all G.F. Gaming serving guidelines (see employee manual) at all times in order to maintain compliance of Colorado Division of Gaming regulations. Protect our Gaming and Liquor licenses at all costs. One alcoholic drink is to be served no more than every 30 minutes. 1 oz liquor; 5 oz wine; 12 oz beer.
8. Recognize appropriate glassware for each unique drink. RED STRAW denotes alcohol in a drink. CLEAR STRAW = no alcohol in beverage.
9. Fill out TIPs log on every shift (either no incident or document the incident properly).
10. Proper hygiene is expected at all times in accordance with CO Department of Health guidelines.

Day Shift Responsibilities:

1. "Z" out register to start your shift; ring in all sales/comps as you go.
2. Start the day with a clean bar.
3. Fill ice bins.
4. Replace all soaking soda nozzles for the day at the bar and self-serve soda stations.
5. Stock straws, napkins and other paper goods. Set up bar top.
6. Put juices in bins and check for rotation and freshness.
7. Make coffee & stock coffee stations; keep coffee and coffee stations stocked & fresh throughout shifts.
8. Stock liquor and beer as you go, as needed, and for a full bar for oncoming shift.
9. Cut and stock: lemons, limes, (wedges only) olives and cherries. Maintain ice under concessions for food safety. Be consistent with product inventories and general drink-making. Cut as you go for your shift, and within reasonable expectations of business levels for oncoming shift to set them up for success.
10. All glassware should be picked up off the floor as you go and as you deliver drinks; glassware should be washed and maintained throughout shift.
11. Maintain dishwashing sinks with proper temperatures and cleaning and sanitizing agents at all times. (See reference sheet at bar)
12. Be sure that the hand sink is properly stocked with hand soap and paper towels per Dept. of Health regulations.
13. Replace dirty towels with clean white towels. All dirty linen must be taken to Millie's kitchen linen bag. Stock the next shift with towels.
14. New stock delivered must be properly put away in storage area and rotated to use older items first; refrigerated items must be put away immediately.
15. Be sure that you leave the bar clean for the next shift including the water in the sinks, wipe down work areas, and clean glassware and preparation surfaces. Stock coolers.
16. Check CO2 & soda syrups; change out CO2 and soda bibs when needed.
17. Check in with oncoming shift prior to leaving to communicate: problem customers, inventory issues, etc. Fill out the TIPs log book with no incidents OR detail incidents and initial/date before leaving.
18. Verify bar bank with oncoming bartender. Turn in any sales/paperwork from your shift.

Swing shift responsibilities:

1. Communicate with off-going bartender from day shift – review TIPs log.
2. Verify bar bank. Sign verification taking responsibility of the bar bank for your shift.
3. "Z" out register to start your shift; ring in all sales/comps as you go.
4. Check that you have towels, and all stock needed for your shift.
5. All glassware should be picked up off the floor as you go and as you deliver drinks; should be washed and maintained throughout shift.

6. Stock coffee stations/beer/liquor/condiments/etc. throughout shift.
7. Cut and stock: lemons, limes, (wedges only expected) olives and cherries – maintain ice under concessions for food safety. Be consistent with product inventories and general drink-making. Cut as you go for your shift, and within reasonable expectations of business levels for oncoming shift to set them up for success.
8. Wipe down all bar surfaces as you go to maintain a clean bar, and before leaving your shift.
9. Clean all sinks thoroughly!!
10. Wipe down back bar cooler doors.
11. Cover and put away concessions properly at the end of the shift.
12. Beer taps – clean, drain and wipe down with cold rag or soda water.
13. Check CO2, check soda syrups and replace as needed.
14. Entire bar should be clean including speed rack, guns, hoses, drains.
15. At closing, remove all soda nozzles and soak in soda water overnight from soda stations.
16. Burn ice.
17. Fill out the TIPS log book with no incidents OR detail incidents and initial/date before leaving.
18. Turn in any sales/paperwork and bar bank with your cashier.
19. Sweep & mop floor.

All Bar Staff:

The cleanliness of the bar is everyone's responsibility. Every bartender must make an effort to perform extra tasks on a regular basis as business levels allow. If everyone does their part then the bar will be a cleaner, safer place to work.

Extra cleaning tasks:

1. Mirrors
2. Back bar bottles wiped down including shelves and mats.
3. Storage area wiped down, swept and mopped.
4. Back bar display shelves and glass shelves wiped.
5. Back bar displays cleaned and dusted and arranged
6. FB Beer cooler upstairs – cleaned, mopped, etc. as needed.

STOCKED BAR:

Turnkey ready for oncoming bartender: surfaces clean, coolers stocked, concessions stocked and iced, ice bin filled, glassware clean and stocked, sinks filled and ready for oncoming shift, coffee made and stations filled, soda syrups checked and changed as needed, CO2 checked and charged. Please be realistic regarding the state of the bar that you come into as timelines or business levels may create variances in the state of the bar. Storage areas should be locked and closed at all times with bar keys in the cage.