

**Pheasant Country Golf Course**  
**Server/Bartender/Beverage Cart Attendant**

**Job Description**

**Position Concept:**

Under general supervision, the Server/ Bartender/Beverage Cart Driver is responsible for providing exceptional customer service, serving food and beverages, and maintaining a clean and efficient work environment. Each role involves interacting with customers, preparing drinks, taking orders, handling payments, and ensuring the highest level of service and hospitality.

**Server Key Responsibilities:**

- **Customer Service:** Greet customers, take food and beverage orders, and provide menu recommendations. Ensure customer satisfaction by addressing inquiries and requests promptly.
- **Order Management:** Communicate orders to the kitchen or bar, and ensure timely delivery of food and beverages to tables.
- **Payment Processing:** Handle cash, credit, or debit card transactions through the POS system accurately.
- **Cleanliness:** Maintain a clean dining area, including resetting tables, clearing dishes, and ensuring all utensils and glassware are sanitized.
- **Up-selling & Promotion:** Promote daily specials, new menu items, or upsell drinks and sides to maximize revenue.
- **Team Collaboration:** Work alongside kitchen staff and other servers to ensure smooth service.

**Bartender Key Responsibilities:**

- **Beverage Preparation:** Mix, garnish, and serve drinks to customers based on their orders. Ensure all beverages are served according to company standards.
- **Customer Interaction:** Provide friendly and prompt service to bar guests. Engage with customers to create a welcoming environment.
- **Inventory Management:** Monitor bar stock and assist with restocking as needed. Ensure proper inventory levels of alcohol, mixers, and garnishes.

- **Payment & POS System:** Process orders and payments accurately through the POS system. Handle cash and credit transactions.
- **Cleanliness & Safety:** Ensure the bar area is clean, organized, and fully stocked. Follow health and safety guidelines to ensure safe food and drink handling.

### **3. Beverage Cart Driver Key Responsibilities:**

- **Mobile Service:** Drive the beverage cart to various locations, providing food and drink options to customers. Ensure customers' needs are met promptly during their rounds or events.
- **Inventory Control:** Stock the beverage cart with a variety of beverages, snacks, and supplies based on customer preferences and demand.
- **Customer Service:** Engage with customers, take orders, and ensure they receive their food and beverages in a timely and friendly manner.
- **Safety & Maintenance:** Maintain a clean and functional beverage cart. Ensure the cart is properly fueled and stocked before each shift.
- **Cash Handling:** Process payments accurately and handle cash or card transactions using a mobile POS system.

### **Qualifications (For All Roles):**

- Must be 21 year old
- Previous experience in a customer service
- Strong communication skills with the ability to engage and interact with customers
- Ability to handle cash and process payments using a POS system
- Ability to work in a fast-paced environment and multitask effectively
- Knowledge of food and beverage safety and hygiene standards
- Friendly, approachable, and professional demeanor

### **Working Conditions:**

- Shifts may include nights, weekends, and holidays depending on business needs
- For Beverage Cart Drivers, working outdoors in various weather conditions is required
- Physical stamina for standing, walking, and lifting (up to 25 lbs for servers and bartenders, and 50 lbs for beverage cart drivers)

- Candidates should be comfortable working with alcohol and ensuring responsible service