



Wolf Creek Ski Area

Employee Job Description

The following list outlines the expectations and responsibilities of each role. These job duties are essential for daily operations. This document is intended as a reference for both managers and employees. If you need any assistance filling this form out, please reach out to your direct supervisor.

Job Title: Bartender			
Department: Food and Beverage			
Employee Name	Last:	First:	MI:
Part-time / Full-time / Holidays (Circle 1)		Avg. Hours/Day 8-10 hrs.	Avg. Hours/Week

Job Description/Daily Tasks:

Bartenders are responsible for serving drinks and food with professional customer service, handling cash and sales transactions, and maintaining a clean and organized Front of House. They are expected to complete transactions with customers in a friendly manner and offer assistance when necessary.

This role requires attention to detail, efficiency, and teamwork. Bartenders will be expected to help co-workers when time permits and all other duties are completed.

Responsibilities/Expectations

<ul style="list-style-type: none"> No phones or headphones permitted, except during breaks
<ul style="list-style-type: none"> Arrive promptly, and clock out only once all tasks are complete and no assistance is needed at other stations (check in with manager)
<ul style="list-style-type: none"> Communicate effectively with co-workers and customers, ideally with a friendly demeanor
<ul style="list-style-type: none"> Handling money responsibly and accurately (count till at opening/close and count cash back to customer aloud)
<ul style="list-style-type: none"> Retrieve money from ticket office for the till, keep receipts tidy, and return it at the end of the day
<ul style="list-style-type: none"> Understand the P.O.S. system and various ways to take tender (card, cash, or a gift card)
<ul style="list-style-type: none"> Update menu as needed
<ul style="list-style-type: none"> Provide professional customer service and assist to resolving customer complaints or answering customer questions
<ul style="list-style-type: none"> Comprehensive knowledge of alcoholic beverages as well as the legalities of serving alcohol
<ul style="list-style-type: none"> Help other stations if needed (dishes, restocking, cleaning, etc.)
<ul style="list-style-type: none"> Maintain a clean and organized bar and ensure station is thoroughly cleaned by the end of the shift
<ul style="list-style-type: none"> Clean dining area throughout the day (clean tables, collect trays, and empty trash)

• Create a list of alcoholic beverages, cups, and other bar supplies that are running low
• Communicate low-stock or out-of-stock items to the pathfinder bartender
• Communicate out-of-stock items for the bi-weekly orders (cups, straws, club soda, ect.)
• Perform any tasks as directed by the on-duty manager
• Complete all online training assigned by manager (STAR)
• Attend safety meetings weekly or bi-weekly. If unable to attend, it is the employee's responsibility to review the material thoroughly
• Follow the dress code: long hair pulled back, nails trimmed, clean uniform shirt, non-slip shoes, and a name tag
• Maintain proper hygiene: frequent hand washing (after eating, smoking, or using the restroom)
• Prepare for cold weather with proper apparel: ski pants, snow boots, gloves, and hat

Physical Demands

<ul style="list-style-type: none">• Standing for long periods of time (8-9 Hrs./day)						
<ul style="list-style-type: none">• Walking to complete daily tasks (3-6 Hrs./day)						
<ul style="list-style-type: none">• Bending or twisting at the neck, waist, wrist, and arm repetitively (3-8 Hrs./day)						
<ul style="list-style-type: none">• Squatting and kneeling frequently (1-6 Hrs./day)						
<ul style="list-style-type: none">• Lifting up to 50 lbs. when necessary (0-4 Hrs./day)						
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Work Environment and Hazards

• High altitude and Winter weather (must use caution when driving, walking, climbing, etc.)
• Walking on uneven ground (outdoors not on walkways)
• Exposure to bio-hazards such as blood-borne pathogens, sewage, etc. (in the rare case of a customer accident; ski patrol should be contacted immediately.)

<ul style="list-style-type: none">• Exposure to gas, fumes, or chemicals (when cleaning)
<ul style="list-style-type: none">• Near heavy machinery (shuttles, snow cats, snowmobiles)
<ul style="list-style-type: none">• No extreme heights, but a step ladder is necessary to complete daily tasks