Team 1

Draft Job Description and Attributes

**Title**: Cashier/Bartender

**Location**: Zanita's Mexican Restaurant Boulder, CO

**Reports To**: Restaurant Manager

**Status**: Hourly, part-time

**Summary Description**

The cashier is responsible for the quick and efficient processing of sales, while maintaining customer satisfaction through friendly service and a helping attitude. Zanita’s is an upscale establishment serving Mexican food, where the cashier has the role of not only being the first to greet customers, but also process their order into the computerized register system. Furthermore, the cashier is responsible for the safekeeping of cash assets through the operations of his or her cash register. The cashier position also doubles as a bartender, in which the employee must have an understanding of alcohols, and skills to prepare drinks per customer specifications. Under this additional role, the employee is expected to fill the drink orders taken from customers, while checking identification to make sure that the minimum age requirements are met for the purchase. The cashier may also be expected to pack up the finished food orders as they are completed to then hand off to the correct purchaser. Lastly, there is the responsibility of being knowledgeable about the products offered at Zanita’s in order to provide suggestions or answer questions for customers who might be unfamiliar with the menu.

**Essential Job Functions**

Customer Service

* Greet and converse with customers in a friendly, sociable manner
* Address any customer questions regarding the menu, modes of payment, restaurant layout, etc., and answer with complete knowledge
* Manage time and customers efficiently to minimize customer wait time during large-scale lunch and dinner rushes
* Take care of any customer complaints that are brought to attention

Cash Register Operations

* Calculate customer change when paying in cash
* Process credit charges when customers pay with a credit card
* Operate the cash register: Input order data, organize cash and change, and log sales
* Count and manage funds in register before and after each shift

Miscellaneous Operations

* Clean and wipe-down tables and surfaces
* Organize and stock glasses and cups at the cashier station and behind the bar
* Run food from the kitchen to customer tables
* Fill beverage machine when empty
* Pack to-go orders promptly, and delivered to the correct customer

Bartender Operations

* Prepare bar for customers by placing down bar mats
* Fill margarita machines with appropriate ingredients using specified recipe
* Perform maintenance on margarita machines at the end of the work day
* Maintain cleanliness of bar during business hours and at close
* Prepare drinks for customers, or serve them beer

**Knowledge**

* Knowledge of different tequilas available, and which drinks they are included in
* Knowledge of alcohol abuse and poisoning

**Skills**

* Excellent customer service skills combined with a positive attitude to effectively communicate with customers and fellow employees
* Familiarity of basic mathematical functions, and applying them
* Competent with computerized register system

**Abilities**

* Ability to use basic emotional intelligence to effectively converse with customers
* Ability to communicate with customers from diverse cultures in a friendly manner
* Reliable and dependable; work around a flexible schedule
* Ability to speak clearly
* Ability to solve practical problems as they are presented by customers or supervisors
* Ability to perform repetitive activities, mentally and physically
* Ability to receive constructive feedback from customers or fellow employees while maintaining a positive attitude
* Ability to read and count, with strong attention to detail and an understanding of numbers to ensure correct payment amounts and change awarded to customers
* Ability to operate basic computer functions
* Ability to recognize when a customer should be cut off or not served alcohol

**Physical Requirements**

* Ability to stand for extended periods of time
* Ability to perform repetitive hand and arm movements, such as bending and typing
* Balance trays of food as they are being run to customers
* Must be able to lift trays of glasses/plates (5 to 10 lbs)
* Ability to lift a full bottle of alcohol and pour distinct quantities

**Minimum Qualifications**

* No prior experience required
* Strong sense of customer service relations
* Good organization and time-management skills