

ICON Attractions, LLC
Job Description



Job Title: Outdoor Lounge Bartender
Department: Revenue
Reports To: Revenue Manager
FLSA Status: Seasonal

Summary: Serve beverages (alcoholic and non-alcoholic) and packaged food items to guests of the Flight Deck at National Harbor. Monitor consumption and never over serve guests. Maintain immaculate sanitation of Flight Deck bar area and tables, and make sure customer service is always at 100%.

Duties and Responsibilities include the following. Other duties may be assigned.

1. Service to bar customers and delivery of food items to appropriate tables. Service includes but it not limited to serving food and beverages, setting and cleaning tables, suggestive selling, and presenting bill for payment
2. Service area includes the Flight Deck bar and tables
3. Enter orders and completing by using only the POS system
4. Complete daily Shift Checklist
5. Resolve any guest concerns to the best of your ability, and ensure the Duty Manager/Management Staff is aware of guest interactions
6. Report tips daily. *
7. Review all operating policies and procedures on a continuous basis to insure safety and sanitation, efficiency and guest satisfaction
8. Promotes a positive work environment
9. Practice safety methods and techniques to ensure work areas are safe. Eliminate unsafe physical conditions, equipment, and machine hazards; and other risks in human and operational performance which may cause injury to persons, damage to property, or cause other losses

10. Follow Prince George's County Health Codes

11. Follow State of Maryland and Company rules and regulations for serving Alcoholic Beverages.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Minimum age is 18
- Experience in a Restaurant/banquet/mass feeding settings
- Must be able to work holidays and weekends
- Must at least be in pursuit of High school diploma or equivalent
- Ability to work in a fast-paced environment and maintain a positive attitude
- Team player
- Organized and detail oriented
- Good communication skills, both written and oral
- TIPS certified is necessary

ServSafe certification is a plus

Language Ability:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Has oral and written proficiency of the English language.

Math Ability:

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Education/Experience:

One to two years related experience and/or training operating amusement rides.

Knowledge, Skills, and Other Abilities:

- Customer service skills
- Time management
- Professionalism
- Exemplary oral communication skills
- Multi-tasking skills

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to stand/or walk for long periods of time throughout the day
- Must be able to work outdoors at various times throughout the year
- Requires manual and bi-manual dexterity, fine and gross motor skills, eye/hand coordination, near vision, hearing and speech
- Requires occasional kneeling and bending
- Requires occasional walking, reaching above shoulder, pushing and pulling
- Requires occasional lifts and carries up to 60 pounds
- Requires occasional carries up to 100 pounds with the assistance of a hand cart

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position requires continuous temperature changes, working alone, and working with others.
- This position requires frequent work in extreme heat, extreme cold, dryness, or humidity.
- This position requires occasional work in or around wetness, cramped quarters, heights, noise, detergents/chemicals, mechanical hazards, moving objects, fumes/odors, dust, mists, gases, or vibrations

The noise level in the work environment is usually loud.