



SERVER/BARTENDER

PARTYMAN CATERING CORE VALUES

Happiness | Respect | Teamwork | Success | Passion | Relationships

SKILLS FOR SUCCESS

- Understands and demonstrates Partyman's Core Values
- Customer service-focused
- Team member
- Excellent communication and organization skills
- High energy level and great attitude
- Attention to detail
- Ability to handle a high volume of customers and fast-paced environments

SERVER JOB DESCRIPTION

As an Event Server, you will be scheduled to work all types of events and celebrations. Follow and take direction from our amazing Lead Servers, Culinary Team, and Event Planners to provide clients and guests with the highest level of customer satisfaction.

SERVER PRIMARY DUTIES & RESPONSIBILITIES

- Prepare event spaces by dressing tables and setting decorations, food service vessels, utensils, non-alcoholic beverages, and condiments.
- Welcome and serve all guests in a friendly and positive manner.
- Has knowledge of all event menu items and specifics by being attentive during Partyman's pre-meal discussion.
- Address customer inquiries and concerns quickly.
- Serve and clear food/beverage quietly, professionally, and quickly using proper serving and clearing techniques and etiquettes.
- Respond to any requests from guests, supervisors, or management in a friendly and efficient manner.
- Keep all work areas clean and organized.
- Coordinate with the Lead Server and all other members of staff to ensure flawless customer service.
- Assist with teardown and cleanup of events onsite and returns to PMHQ following Partyman's set standards and processes.

BARTENDER JOB DESCRIPTION

The Bartenders set up, prepare, and serve beverages to guests. They work very closely with Lead Servers to provide guests with an exceptional experience and is a key member of the execution and breakdown of events.

BARTENDER PRIMARY DUTIES & RESPONSIBILITIES

- Greet customers and respond to inquiries in a prompt, polite, professional fashion.
- Ensure clean and organized bar equipment and working areas.
- Arrange bottles, equipment, and layout into attractive and functional displays.
- Knowledge of all alcoholic and non-alcoholic beverages.
- Serve beverages professionally and quickly in accordance with Partyman set standards and recipes.
- Take direction from supervisors and Lead Servers to ensure flawless customer service.
- Comply with all health, safety, and hygiene standards and policies.
- Attempt to limit problems related to customer's excessive drinking following suggested processes.
- Check identification of customers to verify legal drinking age when in question.
- Break down and clean up the bar both onsite and at PMHQ.
- Anticipate and address customer concerns in a quick, friendly manner.

OCCASIONAL OTHER DUTIES MAY INCLUDE

- Running, serving, bartending, dishes, minor prep, cleaning, food deliveries, event setup, and breakdown.

JOB REQUIREMENTS

Education

- High school student or graduate.

Experience

- Basic food industry experience is preferred, but not required.

Skills

- Effective communication skills, including writing, speaking, and interpersonal communication.
- General knowledge of mixology is preferred.

Physical

- Standing, walking, bending, and lifting throughout the shift.
- Ability to lift up to 25 lbs frequently and independently.
- Safely lift 100 lbs occasionally working with another team member.

Other

- Valid driver's license and/or reliable transportation to work.
- Minimum age to server: 16 years.
- Minimum age to bartend: 18 years.
- TIPS or ServSafe certification is preferred but not required.

SCHEDULE REQUIREMENTS

- Schedule will fluctuate seasonally and based on event bookings.
- Weekend and late night availability are required.
- Occasional holiday availability.

COMPENSATION

Pay

- Range from minimum wage to \$15.00/hour based on experience.
- Non-exempt and hourly.
- Average wage in 2021 with tips was \$18.00/hour. Tipping varies from event to event, no guarantee for every event worked.

Benefits

- New employees will receive a Partyman Catering t-shirt that should be worn on event days for setup.

COMPANY CULTURE

- Monthly team building events, team lunch, and Cheers & Chill.
- Reward milestones.
- Employee scholarship.

EMPLOYEE REVIEWS

- First review to occur 30-60 days after employment inception.
- Thereafter, every six months during the Nov/Dec time period and Jul/Aug time period.
- Improvement plans and interventions as needed.