



**POSITION:** Bartender  
**DEPARTMENT:** SAVOR/Food and Beverage Services  
**REPORTS TO:** Food & Beverage Director/Manager/Captain  
**FLSA STATUS:** Hourly Non-Exempt

### Summary

SAVOR... a leading provider of food and beverage services at sports, entertainment and convention facilities has an excellent and immediate opening for a Bartender for SAVOR/SMG at BB&T Arena. This position is responsible for providing high quality catering service for banquets and receptions and to achieve customer satisfaction and retention.

### Essential Duties and Responsibilities

Include the following. Other duties may be assigned.

- Be at work and in proper uniform according to scheduled time.
- Follow instructions for each event as given by the Banquet Captain, Concession, Banquet or Catering Manager.
- Greets and speaks to all guests with enthusiasm and friendliness.
- Serves alcoholic beverages in an appropriate manner consistent with company standards.
- Answers guest questions about food, beverages, and our facilities accurately and in a friendly manner.
- Assist with collecting and returning of all bar equipment to include cups, glassware and serving pieces for each event.
- Assist with preparing garnishes and specialty alcoholic beverages.
- Assist with preparation and set-up of event room/space.
- Prepare tables with place settings as instructed by Banquet Captain and/or Manager.
- Attend pre-function meetings for briefing of event details.
- Provides the highest level of service in accordance with our standards.
- Identifies drink orders when ready and delivers items to tables in a timely manner.
- Maintains a professional appearance at all times.
- Communicates with food and beverage staff to ensure guest satisfaction.
- Report any customer concerns and/or complaints to Manager or Banquet Captain
- Maintains professional relationships with all coworkers.
- Follows checklists and standard operating procedures.
- Maintains a safe, clean, organized, and stocked work area.
- Maintains full knowledge of menus, recipes, and other pertinent information.
- Constantly increasing knowledge of food, beverages, and other products and services.
- Ensures that guests have a positive and memorable experience at each event.
- Responsible for constant sanitation, organization, and proper food handling.
- Prepares work area for either opening, mid-shift, or closing in accordance with company standards.
- Breakdown tables and equipment after each event, returning equipment and service ware to proper storage location.
- Punches clock in full uniform, ready to work, and no earlier than five minutes prior to shift.
- Performs duties as assigned.

### Supervisory Responsibilities

Specify departments and type of personnel supervising. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with SMG's policies and applicable laws.

## **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.

## **Education and/or Experience**

- High School diploma or G.E.D Or equivalent combination of education and experience preferred.
- 1-2 years serving experience.

## **Skills and Abilities**

- Excellent communication skills.
- Good with people.
- Ability to handle high stress situations
- Ability to read and understand English
- Ability to work a flexible schedule including nights, weekends, and holidays

## **Certificates, Licenses, Registrations**

TIPS or TEAM Certified

## **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 lift and carry up to 40 pounds. Must be able to stand, walk, lift and bend for long periods of time.

## **Note**

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

**PLEASE NOTE: This position is required to pass a credit & background check.**

**To Apply:** Please visit our website [www.thebbtarena.com](http://www.thebbtarena.com), click **ARENA INFO** and choose **Employment Opportunities** and click on the **Application** button.

**NOTE: Only applicants that apply through our online portal will be considered.**

## **Recruiter:**

Tammy Fryman  
HR Manager/Executive Assistant  
BB&T Arena  
500 Nunn Drive  
Highland Heights, KY 41099  
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\*\*\*Applicants that need reasonable accommodations to complete the application process may contact Tammy Fryman at 859/292-2886.

*SMG is an Equal Opportunity/Affirmative Action employer, and encourages women, minorities, individuals with disabilities, and protected veterans to apply. VEVRAA Federal Contractor.*