

Essential Skills Summary – BARTENDER

The most important Essential Skills for Casino Bartenders are:
**Oral Communication, Job Task Planning and Organizing,
Significant Use of Memory, Numeracy**

Casino Bartenders prepare and serve hot and cold drinks to casino clients in the Bar, Lounge, Restaurant areas and at banquets/special events.

Typical Level & Most Complex	How Bartenders use Essential Skills
A. READING TEXT	
1-2	Bartenders read recipes and menus, memos and policies and procedures. They may read banquet contracts to get instructions.
B. USE OF DOCUMENTS	
1-2	Bartenders read the <i>point-of-sale system</i> computer screen and printouts, drink recipe file cards, labels and complete liquor tracking forms. They follow instructions for set-up.
C. WRITING	
1-2	Bartenders write beverage orders, log information for next shift, and may assist with inventory. They write 1-2 page Incident Reports to describe certain events (altercations).
D. NUMERACY	
1-2	Bartenders must carry a cash float, count and make change for clients. They keep track of transactions through the <i>point-of-sale system</i> which does the calculations for them. They keep track of their tips and of the percentage that is skimmed from the tips.
E. ORAL COMMUNICATION	
1-2	Bartenders consider their contact with the client the most important part of their work. They are understanding and compassionate listeners, and, at times, entertainers. As food is also served at the bar, they collaborate closely with cooks and other service staff.
F. THINKING SKILLS	
1-2	Bartenders must address problems quickly. They often have to decide how to deal with an unruly or intoxicated client and make the decision to cut him/her off. They must organize their area efficiently and have good memories for their clients' preferences.
G. WORKING WITH OTHERS	
	Bartenders work closely with other food servers.
H. COMPUTER USE	
2	Bartenders use the <i>point-of-sale system</i> to calculate and record all money transactions.
I. CONTINUOUS LEARNING	
	Bartenders learn from being on the job, observing others and the clients.
J. OTHER INFORMATION	
	Bartenders are on their feet all day. They lift heavy loads, push, stretch and bend. They need good hand/eye co-ordination to carry and pour drinks.