BARTENDER — ZINCHOUSE WINERY & BREWERY

Position: Bartender

POSITION SUMMARY

The Bartender is responsible for providing exceptional, **knowledgeable**, and efficient beverage service to ZincHouse guests while maintaining a clean, organized, and compliant bar environment.

Bartenders are responsible for creating a welcoming guest experience, preparing and serving alcoholic and non-alcoholic beverages, accurately processing transactions, maintaining responsible alcohol service standards, and working as part of a team to keep service running smoothly.

The ideal candidate is friendly, confident, dependable, **knowledgeable about beverages**, comfortable working in a high-volume environment, and able to remain professional and composed during busy service periods.

ESSENTIAL RESPONSIBILITIES

Guest Service

- Greet guests promptly and provide friendly, attentive, and professional service.
- Take beverage orders accurately and efficiently.
- Engage with guests and provide knowledgeable recommendations about ZincHouse wines, beers, cocktails, and other beverages.
- Answer questions about products, ingredients, and menu offerings.
- Maintain a positive and welcoming attitude, even during high-volume periods.
- Handle guest concerns professionally and involve management when necessary.
- Create an experience that encourages guests to return to ZincHouse.

Beverage Preparation & Service

- Prepare and serve wine, beer, cocktails, spirits, and non-alcoholic beverages according to ZincHouse standards.
- Maintain proper portion control and follow established recipes and procedures.
- Ensure beverages are presented properly and consistently.
- Maintain knowledge of ZincHouse wines, beers, cocktails, spirits, and current offerings.
- Monitor product availability and communicate low-stock items to management or the barback.
- Work efficiently while maintaining accuracy and quality.

Responsible Alcohol Service

- Follow all North Carolina alcohol laws and ZincHouse policies regarding the sale and service of alcohol.
- Check identification when required and ensure guests meet all legal requirements for alcohol service.
- Never serve alcohol to an obviously intoxicated guest.
- Monitor guest consumption and communicate concerns to management.
- Never consume alcohol while working or while clocked in.
- Follow all policies regarding complimentary beverages, samples, and alcohol handling.
- Immediately notify a manager of any alcohol-related concern or incident.

Cash Handling & POS

- Accurately enter orders and process cash, credit card, and other transactions through the POS system.
- Maintain accuracy when handling money and making change.
- Follow all procedures for tabs, payments, discounts, voids, comps, and refunds.
- Never share POS logins or allow another employee to use your assigned register.
- Maintain responsibility for your assigned cash drawer and/or register throughout the shift.
- Report discrepancies or transaction issues to management immediately.

Bar Cleanliness & Organization

- Maintain a clean, organized, and sanitary bar throughout the entire shift.
- Keep the bar top, workstations, equipment, coolers, and surrounding areas clean.
- Assist with properly washing and storing glassware.
- Maintain clean and organized garnish and beverage stations.
- Remove empty bottles, cans, trash, and other debris promptly.
- Complete all required opening, ongoing, and closing side work.
- Maintain proper food and beverage sanitation practices.

Teamwork & Barback Communication

- Communicate clearly and respectfully with barbacks, managers, and other team members.
- Communicate stocking needs to the barback in a timely manner.
- Treat barbacks as an essential part of the service team and provide clear direction when assistance is needed.
- Do not leave the bar unattended without manager approval or appropriate coverage.
- Assist other bartenders and team members when business levels and responsibilities allow.
- Help maintain smooth service across the entire operation, not just your individual station.

Events & High-Volume Service

- Provide efficient service during weddings, private events, holidays, weekends, and other high-volume periods.
- Be prepared to work at different bars and service locations throughout the ZincHouse property.
- Follow event-specific beverage menus, service procedures, and management direction.
- Maintain professionalism and energy during extended periods of high-volume service.
- Assist with event setup and breakdown as assigned.

OPENING RESPONSIBILITIES

Depending on assigned shift, bartenders may be responsible for:

- Arriving on time and ready to work.
- Checking the bar for cleanliness and organization.
- Stocking beer, wine, spirits, mixers, garnishes, cups, napkins, straws, and other supplies.
- Preparing garnishes and beverage stations.
- Checking equipment and notifying management of issues.
- Completing assigned opening side work.
- Ensuring the bar is fully prepared before guests arrive.

CLOSING RESPONSIBILITIES

Bartenders are expected to:

- Complete all assigned closing side work.
- Restock the bar for the next shift.
- Clean and sanitize all assigned work areas and equipment.
- Properly store products and supplies.
- Clean and organize coolers and beverage stations as assigned.
- Dispose of trash and recycling appropriately.
- Leave the bar clean, organized, and ready for the next shift.

WHAT WE ARE LOOKING FOR

The ideal ZincHouse Bartender is:

- 21 years of age or older
- Dependable and consistently punctual.
- Friendly, outgoing, and comfortable interacting with a wide variety of guests.
- Able to work quickly and accurately in a high-volume environment.
- Knowledgeable and enthusiastic about wine, beer, cocktails, and spirits, or eager to learn.
- Comfortable multitasking while maintaining excellent guest service.
- A strong communicator and team player.
- Able to take direction and respond appropriately to management.
- Self-motivated and willing to take initiative.

- Professional in appearance, attitude, and behavior.
- Comfortable working indoors and outdoors in varying weather conditions.
- Able to remain calm, courteous, and professional when dealing with difficult guests or stressful situations.

PERFORMANCE EXPECTATIONS

ZincHouse Bartenders are expected to:

- Arrive on time and ready to work.
- Remain engaged and productive throughout the shift.
- Keep phones and personal distractions away while working.
- Remain at their assigned bar unless their responsibilities require them to leave or management provides approval.
- Maintain a clean and organized workspace throughout service—not only at closing.
- Communicate with management when problems arise rather than allowing issues to continue.
- Support coworkers and contribute to the overall success of the team.
- Follow all ZincHouse policies, procedures, safety standards, and alcohol-service requirements.

PHYSICAL REQUIREMENTS

This position requires extended periods of standing and walking, as well as bending, reaching, lifting, carrying, and repetitive movement. Bartenders must be able to safely lift and move beverage cases, kegs, ice, boxes, and other supplies as required.

SCHEDULE & WORK ENVIRONMENT

ZincHouse is a high-volume winery and brewery with busy weekends, evenings, special events, weddings, private parties, and seasonal peaks.

Evening, weekend, holiday, and event availability is strongly preferred.

SUCCESS IN THIS POSITION

A successful ZincHouse Bartender does more than make drinks. They create an experience.

They know their products, anticipate guest needs, communicate with their team, maintain a clean and organized bar, follow responsible alcohol-service practices, and remain professional even when the property is extremely busy.

Our goal: Great drinks. Great service. Great teamwork. Every guest, every shift.