



Job Description – Bartender and Mixologist

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Position Title: Bartender and Mixologist

Department: Food and Beverage

Reports To: Restaurant Manager / Food and Beverage Operations Manager

Version: 1.0

Job Overview

The Bartender and Mixologist is responsible for delivering exceptional beverage service and crafting creative cocktails that enhance the guest experience at Grand Royale Group's bars and venues. This role combines expert knowledge of spirits, wines, and mixology techniques with a passion for hospitality and customer interaction. The position contributes to maintaining the brand's reputation for premium service and innovative beverage offerings.

Key Responsibilities

Beverage Service and Mixology

- Prepare and serve alcoholic and non-alcoholic beverages to guests according to company standards.
- Create signature cocktails and recommend beverages based on guest preferences.
- Maintain up-to-date knowledge of beverage trends and presentation styles.
- Ensure responsible service of alcohol (RSA) in compliance with Australian regulations.

Guest Experience and Upselling

- Provide friendly, professional, and engaging service to all guests.
- Anticipate guest needs and offer recommendations to enhance their experience.
- Promote premium and signature beverages to increase sales and guest satisfaction.
- Handle guest feedback or complaints with professionalism and prompt resolution.





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Bar Operations and Stock Management

- Maintain cleanliness and organisation of the bar area, equipment, and glassware.
- Monitor beverage inventory and assist with ordering and stock rotation.
- Ensure accurate cash handling and POS transactions.
- Minimise beverage waste and control pour costs.

Safety and Compliance

- Comply with all WHS, hygiene, and liquor licensing requirements.
- Conduct daily checks of bar equipment and report maintenance needs.
- Ensure all bar operations meet health and safety standards.
- Promote a clean and safe working environment.

Qualifications and Experience

- Responsible Service of Alcohol (RSA) certification (mandatory).
- Certificate III or IV in Hospitality or equivalent qualification preferred.
- Minimum 2 years' experience as a bartender or mixologist in a premium venue.
- In-depth knowledge of spirits, wines, and cocktail preparation.
- Strong interpersonal and customer service skills.

Skills and Competencies

- Excellent mixology and beverage presentation skills.
- Customer-focused attitude with attention to detail.
- Strong communication and teamwork abilities.
- Time management and multitasking under pressure.
- Creativity and passion for hospitality innovation.

Working Conditions

This role is based at Grand Royale Group's restaurants, bars, or event venues in Gold Coast, Queensland. The position involves shift work, including evenings, weekends, and public holidays, based on operational requirements.





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Key Performance Indicators (KPIs)

- Guest Satisfaction Score (target: $\geq 90\%$).
- Beverage Waste Percentage (target: $\leq 3\%$).
- Upselling Rate and Average Beverage Spend per Guest (target: continuous improvement).
- RSA and Compliance Adherence (target: 100%).
- Hygiene and Cleanliness Audit Score (target: $\geq 95\%$).
- Bar Efficiency and Service Speed (target: within 3 minutes per beverage order).

Company Values and Culture

Grand Royale Group values creativity, professionalism, and excellence in service. The organisation encourages staff to express passion through craftsmanship and to deliver experiences that delight every guest.

Career Path

This position offers career progression into roles such as Head Bartender, Beverage Supervisor, or Assistant Restaurant Manager within Grand Royale Group or other luxury hospitality establishments.

