

Bartender Job Description

A comprehensive job description template
for Australian hospitality businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, venue type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Bartender / Bar Attendant / Mixologist

1.2 Position Summary

The Bartender is responsible for preparing and serving alcoholic and non-alcoholic beverages to customers in a professional and efficient manner. This role involves mixing cocktails, serving beer and wine, maintaining the bar area, managing stock and ensuring strict adherence to responsible service of alcohol requirements.

The position requires excellent customer service skills, beverage knowledge, the ability to work efficiently in a fast-paced environment, and sound judgement in RSA situations. Bartenders must create a welcoming atmosphere while maintaining venue standards and licensing compliance.

1.3 Reporting Structure

This position reports to:

- Venue Manager / Bar Manager
- Duty Manager / Shift Supervisor (during service)
- Head Bartender / Bar Supervisor (if applicable)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on business needs)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Drink Preparation and Service

- Prepare and serve a wide range of alcoholic and non-alcoholic beverages
- Mix cocktails according to standard recipes and customer preferences
- Pour and serve beer, wine and spirits accurately
- Ensure correct presentation, garnishes and glassware for each drink
- Maintain consistency in drink quality and portion control
- Prepare garnishes and bar setups before service
- Operate bar equipment including coffee machines, blenders and glass washers

2.2 Customer Service

- Welcome customers warmly and provide friendly, efficient service
- Take drink orders accurately and process efficiently
- Provide recommendations based on customer preferences
- Answer questions about drinks, ingredients and preparation methods
- Engage customers in appropriate conversation
- Handle customer complaints professionally and escalate when necessary
- Build rapport with regular customers

2.3 Responsible Service of Alcohol

- Verify age identification before serving alcohol
- Monitor customer behaviour and alcohol consumption
- Identify signs of intoxication and refuse service appropriately
- Follow venue policies for managing intoxicated or disruptive patrons
- Maintain awareness of RSA obligations and legal requirements
- Report RSA incidents to management
- Assist with safe transport options for intoxicated customers

2.4 Stock Management

- Monitor bar stock levels during service
- Restock bar from storage areas as needed
- Rotate stock to ensure freshness (FIFO method)
- Report low stock levels to management
- Assist with stocktakes and inventory counts
- Check delivery orders for accuracy
- Minimise wastage and spillage

2.5 Cash Handling and POS Operations

- Process cash, card and contactless payments accurately
- Operate point-of-sale (POS) system efficiently
- Handle tabs and split bills correctly
- Process discounts, vouchers and promotions as per venue policy
- Reconcile cash drawer at end of shift
- Maintain security of cash and card transactions

2.6 Bar Maintenance and Hygiene

- Maintain cleanliness of bar area, equipment and glassware

- Clean and sanitise bar surfaces, sinks and equipment regularly
- Wash, dry and polish glassware
- Empty bins and recycling throughout service
- Follow food safety and hygiene procedures
- Complete opening and closing checklists
- Report maintenance issues and equipment faults

2.7 Team Collaboration

- Work effectively with other bar staff, security and floor staff
- Support colleagues during busy periods
- Communicate clearly about stock, issues and customer needs
- Participate in pre-service briefings and team meetings
- Assist with training new staff members

3. Required Skills and Attributes

3.1 Essential Skills

Beverage Knowledge

Understanding of different alcoholic beverages including beer, wine, spirits and liqueurs. Knowledge of classic and contemporary cocktails. Ability to follow recipes and adapt to customer preferences.

Customer Service

Friendly and approachable manner. Ability to engage customers while maintaining professionalism. Patience when dealing with diverse customers. Ability to remain calm under pressure.

Multitasking

Ability to manage multiple drink orders simultaneously. Work efficiently during peak service periods.

Prioritise tasks effectively without compromising quality or service.

Communication

Clear verbal communication with customers and team members. Active listening skills. Ability to understand and remember complex drink orders.

3.2 Personal Attributes

- Professional appearance and personal presentation
- Positive attitude and energetic demeanour
- Reliability and punctuality
- Flexibility to work late nights, weekends and public holidays
- Physical stamina to stand for extended periods
- Attention to detail in drink preparation and presentation
- Sound judgement in RSA situations

- Ability to work in a fast-paced, high-pressure environment
- Good numeracy skills for cash handling and POS operations
- Manual dexterity for cocktail preparation and equipment operation

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Responsible Service of Alcohol (RSA) certificate valid for the state/territory of employment (essential)
- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Ability to work a flexible roster including late nights, weekends and public holidays
- Minimum age of 18 years (legal requirement for serving alcohol)

4.2 Desirable Qualifications

- Previous bartending or bar experience
- Cocktail making skills and mixology knowledge
- Food handling or food safety certificate
- Barista skills and coffee knowledge
- Certificate III in Hospitality or equivalent
- Wine and spirits knowledge or sommelier training
- Current first aid certificate
- Security licence or RSG certificate (for some venues)

4.3 Experience

Experience requirements depend on the venue type and service level:

- Entry-level positions: Previous hospitality experience preferred but not essential. Training provided.
- Experienced bartender: 1-2 years bar experience. Proven cocktail making skills.
- Senior bartender: 3+ years experience. Advanced mixology skills. May include supervisory duties.

5. Working Conditions

5.1 Hours of Work

- Evening and late night shifts (typically from 4pm to late)
- Regular work on Friday and Saturday nights
- Weekend and public holiday work expected
- Shift lengths typically range from 4 to 10 hours
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and moving throughout entire shift
- Lifting and carrying kegs, bottles and equipment (up to 20kg)
- Repetitive movements for drink preparation and pouring
- Reaching, bending and stretching to access stock and equipment
- Working in a fast-paced, high-energy environment

5.3 Work Environment

- Bar, pub, nightclub or hospitality venue
- Working behind the bar in close proximity to other staff
- Exposure to loud music and noise (hearing protection may be provided)
- May work in hot conditions near glass washers and equipment
- Standing on hard surfaces for extended periods
- Close interaction with customers and potential conflict situations

5.4 Uniform and Presentation

- Uniform provided by the venue (typically black attire)
- Neat and tidy personal appearance required
- Closed-toe, non-slip footwear mandatory
- Minimal jewellery and discreet appearance
- Hair tied back and clean-shaven or neat facial hair
- Clean hands and trimmed nails (no nail polish)

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009). Some venues may be covered by the Restaurant Industry Award 2020 or the Registered and Licensed Clubs Award 2020, depending on the business type. The applicable award sets minimum pay rates, penalty rates, allowances and conditions.

6.2 Classification Level

Bartenders are generally classified as Food and Beverage Attendants under the Hospitality Award:

- Level 2: Operational level - basic bar and cocktail skills, working under supervision
- Level 3: Experienced bartender - advanced cocktail skills, working independently
- Level 4: Senior bartender - supervisory duties, training others, advanced mixology
- Level 5: Bar supervisor/manager - overall bar management responsibilities

The specific classification level will be determined based on the duties performed, skill level and experience of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Penalty rate applies (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- After midnight: Additional penalty may apply
- Casual loading: 25% additional for casual employees

Refer to the applicable Hospitality Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all customers, colleagues and managers with respect and courtesy
- Maintain confidentiality regarding business and customer information
- Follow all venue policies, procedures and licensing requirements
- Represent the venue positively at all times
- Arrive on time for scheduled shifts, ready to work
- Notify management of absence or lateness as soon as possible
- Maintain sobriety during working hours

7.2 Service Standards

- Provide friendly, efficient and professional service to all customers
- Maintain product knowledge of drinks, cocktails and ingredients
- Suggest and upsell premium products where appropriate
- Respond promptly to customer requests and orders
- Handle complaints calmly and seek resolution
- Maintain consistent drink quality and presentation

7.3 Safety and Compliance

- Strictly adhere to responsible service of alcohol requirements
- Refuse service to intoxicated or underage persons
- Report safety hazards and incidents immediately
- Follow workplace health and safety procedures
- Maintain hygiene and food safety standards
- Participate in RSA and safety training as required

7.4 Teamwork Expectations

- Support colleagues during busy periods
- Communicate clearly with bar and floor staff
- Share workload fairly across the team
- Participate positively in team meetings and briefings
- Accept feedback constructively and apply improvements

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting relevant bar and hospitality experience
- Brief cover letter outlining cocktail skills, experience and availability
- Copy of valid RSA certificate for the applicable state/territory
- Copies of other relevant certificates (food handling, first aid, etc.)
- Contact details for two referees (preferably from hospitality roles)

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview to discuss experience and availability
- In-person interview at the venue
- Practical skills assessment (cocktail preparation, service scenario)
- Trial shift (paid) to assess practical skills and venue fit
- Reference checks

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law. The successful candidate must be at least 18 years old (legal requirement for serving alcohol).

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____