

# Fridays bartender job overview and selection



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Fridays Bartender Job Overview and Selection Fridays offers a casual dining experience unlike any other, where you can expect great drinks, food, and plenty of fun. Friday's is exceptionally focused on what the customer's needs are and wants every customer to walk out happy. In order to remain successful, we need to retain current customers and generate customer loyalty from new customers. We have analyzed that we need to hire 3 bartenders mainly for the weekends in Tyson's Corner location. Friday's in Tyson's corner has 15 waiters, one manager, one assistant manager, and three supervisors.

The field of bartending requires at least some kind experience. " The main job of a bartender is to know the regular drinks and be able to mix them precisely and quickly. " There are so many different alcoholic drinks made from different combinations of ingredients, and each drink can be made in many different ways depending on the customers. Bartenders are also required to check identifications of customers to make sure they meet the minimum drinking age. At Friday's the bartenders also fill drink orders and the drinks are served by the waiters.

In addition bartenders also have to arrange bottles, wash glasses, and are required to keep the bar area clean at all times. Some knowledge, skills and abilities required for this position are as follows: customer and personal service, psychology, mathematics, active listening, speaking, social perceptiveness, service orientation, critical thinking, reading comprehension, and last but not least memorization. Along with the skills, knowledge, and abilities this job also requires some experience with tools and technology. Be

familiar with point of sale POS terminal, internet browser software, and data base user interface and query software.

As for the tools be familiar with bar code reader equipments, cocktail shaker commercial use cutlery, ice shaver machine, and carbonated beverage dispenser. We do not require ever applicant to know everything, we just would like the applicants to have some experience in this field and once an applicant is hired we will provide the standard Friday's training. Along with that we require that all applicants have a high school diploma. We are not just looking for any bartender; we need someone who can provide alcoholic and non alcoholic drinks to customers.

The bartender also needs to provide a friendly environment in which customers could enjoy their drinks. This would involve friendly conversation, remembering regular customer's names and treating each other in a well-mannered way. In the bartending business we intend to select the best bartenders. We receive a lot of applications and resume, but we have to select the best of the best for Friday's. The interview process is held by the manager and a bartender. The first step in our selection process is to have a structured interview for all the candidates.

The questions in this interview will all be the same and this will give us consistency. The questions will be validated by content validity, establishing similarity between job and test through expert judgment. Current bartenders will review each question and relate these questions to the job. A structured approach will allow us to be fair to all the applicants. The structured interview will be on a scale of 100, anyone who gets 80 or higher will

continue to the next interview. A cognitive ability test will be used for the second interview, which will measure the applicants thinking, memory, reasoning and verbal and mathematical abilities.

Along with that will we also use personality and behavioral tests which will help with the hiring process. These tests will determine if a candidate has personality traits such as team-player, honest, and friendly. At Friday's we will use Minnesota Multiphasic Personality Inventory (MMPI), Myers-Briggs. These tests will be on a 100 point scale and anyone receiving and 80 or higher will be considered passing. Once the applicants have completed this process, the manager and bartender who interviewed the applicants will meet and discuss the applicants and make a decision based on the different tests and interview questions. Works Cited 35-3011. 00 – Bartenders – Bartender. " O\*NET OnLine. 2007, Occupational Information Network. 18 March 2010 < <http://online.onetcenter.org/link/summary/35-3011.00>> " Bartender Job Analysis for The Rhumba. " . docstoc, Document for Small Business & Professionals. 20 March 2010 < <http://www.docstoc.com/docs/17547340/Bartender-Job-Analysis-for-The-Rhumba>> Bartender Job Description, Career as a Bartender, Salary, Employment – Definition and Nature of the Work, Education and Training Requirements, Getting the Job, StateUniversity. com. March 18, 2010 < <http://careers.stateuniversity.com/pages/508/Bartender.html>>