

OUR CULTURE

At The Club, we place great value on our sense of community, which we believe distinguishes us from other facilities. We aim to create “a home” where our Members can come together and feel a true sense of belonging. Maintaining strong mutual respect between our Members and staff is essential to us.



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We all share the responsibility of fostering a diverse, inclusive, and accountable environment where employees at The Club, regardless of their backgrounds or lifestyles, feel valued, respected, and supported. We seek to recruit individuals who are passionate about their work and committed to elevating The Club’s service standards as we uphold to create a workplace where everyone is encouraged to be authentic and grow together as a team.

If you believe you are who we are looking to join The Club family, you may send your CV to careers@the-club.com.



BARTENDER

Reporting to:

Outlet Supervisor

Outlet Captain

Assistant F&B Manager

F&B Manager

Role Overview:

To deliver, dining and entertainment experiences that meet or exceed Member's expectations.

Your work will include but may not be limited to the following:

- To supervise service staff, as well as service members within the Outlet to maximize member satisfaction and food and beverage profitability.
- All work is carried out in line with The Club's guidelines, food & beverage S.O.Ps, marketing and the restaurant business plans.
- As an active, knowledgeable, enthusiastic and passionate team player, you are committed to our vision, mission and values.
- To achieve & practice The Club's 'Food & Beverage's 21 Core Service Standards' is your primary focus.
- Through your Member-focused mind and courteous attitude you guarantee and 'go beyond' what is required in providing 'excellence' in food and beverage service.
- As a devoted hospitality professional, you work with pride and integrity in all areas of the outlet/banquet operation and service delivery.
- You strive towards anticipating, meeting and excelling member expectations. You promote teamwork and an enjoyable atmosphere amongst your colleagues and you always find new ways to improve our members' experience.
- Your efforts, dedication and mere presence ensure the profitability of our Club since you are the reason our members return, time after time.
- Check identification of members/guests in order to verify age requirements for purchase of alcohol.
- Balance cash receipts
- Attempt to limit problems & liability related to Members' excessive drinking by taking steps such as persuading customers to stop drinking. They shall inform the bar supervisor/captain or a duty manager immediately for any such cases.
- Clean glasses, utensils & bar equipment
- Take beverage orders from serving staff or directly from Members/Guests.



- Serve wine, beer, and spirits as required.
- Clean bars, work areas & tables
- Mix ingredients such as liquor, soda, water, sugar & bitters in order to prepare cocktails & other drinks
- Serve snacks or food items to members/guests seated at the bar. They also may be required to step out of the bar & serve members/guests whenever required.
- Order or requisition liquors & all other supplies needed for the operation.
- Inform the supervisor/duty manager about any members who become loud.
- Slice & put fruit for garnishing drinks.
- Arrange bottles & glasses to make attractive displays.
- Prepare appetizers such as pickles, cheese & cold meats.
- To follow the most recent Covid-19 guidelines mandated by The Club and the government.

Other duties deemed to be essential and fundamental to the operation of The Club's policies Essential function of individual positions within the classification may differ. Your Manager may assign reasonable related additional duties to employees consistent with our policy.

The Club Values

- Member Focus – We will continually seek to improve the members' experience by anticipating their needs and exceeding their expectation
- Teamwork – Together as one Team we are committed to openly communicate, support, respect each other, develop and maintain a team spirit to reach our common goals.
- Excellence / Quality - We provide innovative and diverse facilities in a safe, well-maintained environment ensuring service levels are of the highest quality.
- Integrity – We act with honesty and sincerity in everything we do. We say what we mean, do what we say and build confidence in our Team.
- Profitability – We set out to meet and exceed our financial goals and we grow our business by pro-actively looking for sales opportunities



The Club's AAA Standards

- Greet and acknowledge the members/Guests within 30 seconds of entering an outlet using their last name.
- The Host has to ask the Member/Guest to follow him/her to the table.
- All waiters are to explain the specials/themed nights to the members or to give the orientation of the buffet.
- All Servers are to ensure that they use the member's last name during interaction at least 3 times during the course of the meal.
- Waiters to take the orders with ladies first.
- The Server must offer & upsell drinks before taking food orders.
- All orders are to be written on a proper captain's pad.
- All the orders are to be repeated to the members to ensure accuracy.
- The waiter is to have the appropriate set up on the table before the food arrives to the table.
- All the orders are to be announced upon presentation to ensure accuracy and guest satisfaction.
- The waiters must ask the Members/Guests if they require any condiments to go with their meal.
- All servers to check with the Members/Guests halfway through the meal to ensure satisfaction.
- The waiters shall automatically offer desserts or Tea & Coffee after the Meal.
- The waiters must present the bill in a clean folder with a pen.
- All the bills are to be itemized correctly.
- All & any employees are to thank/bid farewell to the guests while leaving the outlet.
- All Ashtrays are to be changed after two cigarettes have been extinguished.
- All the employees must appear organized and well-groomed in proper club uniform.
- All the employees to have proper smiles and exhibit a friendly manner.
- All staff should respect the Members/Guests presence while interacting with their colleagues.
- Employees to be attentive to the Members/Guests at all times.

