

“Invest yourself in everything you do. There’s fun in being serious.” – Wynton Marsalis

At Nocturne, we believe that hospitality is a sacred and noble enterprise. We are looking for people who find joy in striving for excellence and take great pride in being hospitality professionals. If you have a casual approach to the hospitality business, we recommend saving your time and applying elsewhere, because we only invest in those who chose to invest in themselves as professionals.

Here are the details for our Head Bartender position:

Job Duties:

At Nocturne we would best be suited to compare the bartender position to the piano seat in a jazz quartet; you must learn a broad repertoire, have a good ear, natural dexterity, a passion for precision and obsessive attention to detail. No matter if it is a cocktail from the 1990’s, 1940’s, or 1890’s our bartenders will approach each with the same standard of excellence. Building a whiskey (or whisky) and cola with the same care they would in assembling a 15 component cocktail.

We hold in high regard the miracle of a properly made cocktail, and are obsessed with sharing that miracle with our guests. Every night, bartenders should walk out the door knowing that they, through good hospitality (and good drink making), have enriched their community along with the lives of their guests and co-workers.

Because of this, new bartenders should expect a minimum of eight weeks in training. From server support and barbacking, to table service and bar training, our bartenders are expected to be experts in every area of the front of house. Applicants should be prepared to go through this training, knowing they may not be making drinks with us for a few months.

Job duties include all the details that go into the seamless delivery of the guest experience. These include, but aren’t limited to:

- Mixing and serving drinks as ordered by guests and servers, following established guidelines, procedures and policies regarding beverage and safety controls as prescribed by company standards.
- Ability to handle high volume and multiple orders with grace and proper attention given to each guest experience.
- Proper execution of all closing duties including bar cleanliness, restocking, and organization of product.
- Memorizing and understanding menu items, recipes and daily specials in order to answer questions and make recommendations to customers.
- Performing all activities in a cordial, efficient and professional manner; maintaining a commitment to excellent guest experiences.
- Receiving proper payment from guests and ensuring accuracy of guest check and method of payment in order to safeguard both the customer and company.
- Completing liquor requisitions and supply lists for management to ensure established par levels.
- Knowing and complying with state liquor laws at all times.
- Completing all opening and closing side work as instructed.
- Maintaining cleanliness standards in order to have a clean, presentable and attractive facility and to satisfy state and local health board requirements.
- Attending all pre-meal and departmental meetings in person in order to enhance communications and gain knowledge of products, service and facility.
- Responding to customer inquiries and comments in person and on the phone by providing timely and knowledgeable information in order to provide quality customer service.

- Presenting a clean and professional appearance at all times.
- Maintaining a warm, courteous, and refined demeanor at all times.
- Performing other duties as assigned, requested or deemed necessary by management. (In other words, as a team player, you might be asked to pitch in for things we haven't even imagined yet and so we couldn't include them on this list).
- During the course of your shift, if a ball is dropping, your job is to catch it.

Qualifications

- Must have full working knowledge of Nocturne's culture and guest experience, typically gained from at least 6 months of employment on the Nocturne team.
- Must have a great attitude and high regard for upholding service standards.
- Must have high attention to detail and ability to follow specific standards and procedures with consistency.
- Must have knowledge of wine and spirits, including classic cocktail recipes and the ability to recreate them with accuracy.
- Must be fluent in oral and written English.
- Must have vision ability to clearly see detailed guest checks, computer print outs, written instructions and to observe entire restaurant in dimly lit conditions.
- Must have manual coordination to punch buttons, grasp items in hand, and to balance and carry trays holding plates of food and glasses of beverages.
- Must have skills to safely use sharp tools such as but not limited to knives and peelers.
- Must have ability to perform multiple tasks at one time.
- Must be able to follow verbal and written instructions, and be able to communicate both verbally and in writing.
- Must be able to lift and carry cases of liquor, soda, ice and glasses.
- Must be able to perform job duties in crowded, stressful noisy situations, particularly when handling multiple tasks.
- Must have the ability to handle challenging customer service situations with professionalism and efficiency.
- Must have a High School Diploma or GED equivalent
- Must have good working knowledge of fine wine, craft beer, and spirits
- Must have ability to quickly and correctly assemble most standard/classic cocktails
- Must have knowledge and proper use of standard bar tools

Not required, but nice to have:

- At least 3 years of experience tending bar in an upscale environment.
- BARsmarts or BARsmarts advanced certificate.
- BAR Certified Diploma.
- Court of Sommeliers Introductory (Level 1) Certification
- Experience in creating original cocktails that are balanced and imaginative.
- Previous experience in fine dining teams.
- Knowledge of new beverage trends, consumer preferences and emerging spirit brands.
- Appreciation for live music and the performing arts.
- TIPS certification (required immediately upon hire if not certified prior to hiring process)

Materials/Equipment Used

Computerized order machine, touch screens, basic writing materials, restaurant equipment including but not limited to coffee machines, ice machines, beverage dispensers, and dishwashing machines.

Environment

Physically strenuous: prolonged standing, walking, lifting and carrying throughout entire shift in indoor environment. High noise levels, fast-paced, fun, and rewarding.

Pay

Hourly pay of Denver non-tipped minimum wage + pooling of service charges and credit card tips.