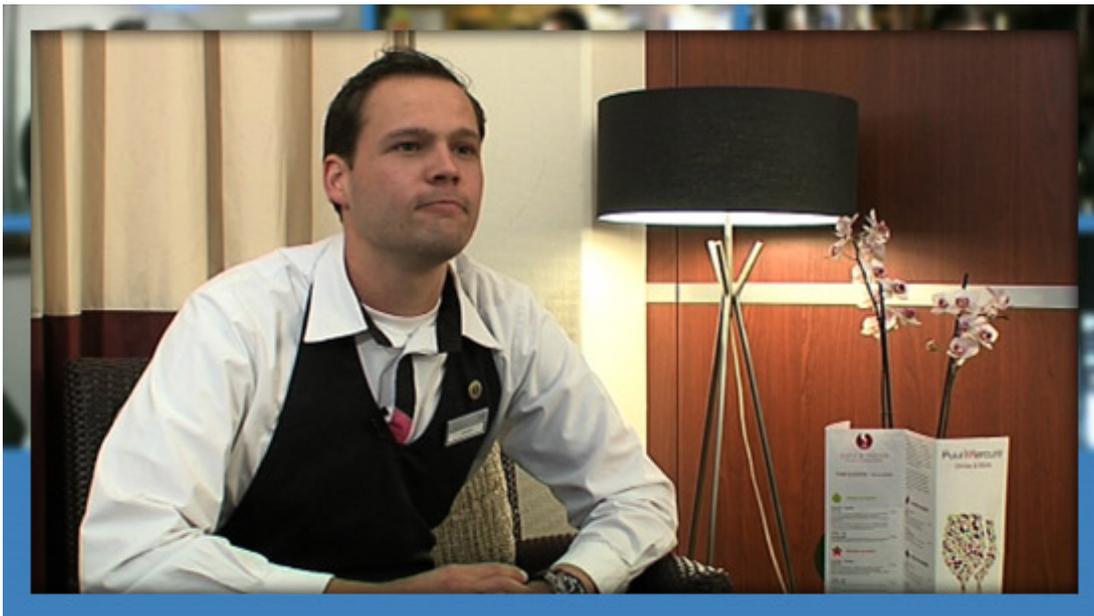


Accor professions guide: Barman - Barmaid



What exactly does my mission involve?

- Greet the customer and help them make their choice
- Help to increase customer loyalty and to attract new customers
- Ensure the supply, set up and service at the bar
- Promote commercial offers and contribute to bar sales
- Organise the bar team

Apply on line for the barman - barmaid positions

This profession exists...

in bars of all the Group's hotels around the world.



Testimony of Albert Lin, Barman, Sofitel Shanghai Sheshan Oriental, China.

"I have been interested in Beverages since my college life majored in it. After my graduation, I joined the Sofitel Shanghai Sheshan Oriental. Now I become more confident because the hotel often provides me opportunities and gives me recognitions. There is always a platform there for me to show my expertise, such as birthday party, I can delight the audience by presenting them my cocktail making process.

In this hotel, I could get and improve both the bartender and communication skills. Sometimes, I teach customers how to make cocktails, to enable guests to enjoy the wonderful environment in the hotel lobby and also addict to such a relaxation time.

I am on my way to become an excellence bartender while enjoying the work here. I believe I am getting closer to my dream step by step."

At ease with people
Welcoming, good sense of humour
Dependable and organised
Sales orientated
Listening and conversation skills
Reactive
Good presentation
Good team worker

Customer Relations and Greeting

Listen to the customer and satisfy their needs
Create an atmosphere (presentation, music, etc...)
Welcome and accompany the customer

Service and sales

Take and serve orders
Analyse sales
Create and update sales supports
Advise customers on their choice of drinks
Carry out and check invoicing and transactions

Production

Create drinks
Draw up worksheets

Supply and Set up

Organise product supply / stocks
Daily requirement inventory
Set up products and materials
Monthly inventory

Professional Restaurant training
Specialisation in Bar work
Working English
First experience in a customer contact job
Available to beginners

Head barman (m/f)
Chef de rang (m/f)
Maître d'hôtel (m/f) (depending on the structure)
Receptionist (m/f) (after training)
Kitchen (after training)
International mobility
Bigger bar or other brand