

**WESTGATE RESORTS**  
Hiring Leader Interviewing Toolkit



**Bartender**

Role Specific Interview Guide

## Bartender Role Specific Interview Guide

A good bartender will make or break your restaurant. One who understands your menu and your clientele makes a huge impact on check averages, while one who isn't focused on the needs of your business will make your job and your server's jobs harder. To help you select the right bartender for the restaurant, this guide helps you identify candidates with the qualities needed for this important role.

You are asked to decide if the candidate's answers demonstrate strong customer service skills that align with our motto, mission statement and Service from the Heart principles. Ask these questions in addition to questions contained in the Hourly Interviewing Guide.

To prepare this role specific guide, we interviewed several Westgate Food and Beverage managers to learn strategies for selecting and hiring high quality team members. Some of the feedback they shared:

- Interview in a conversational way to gain more insight into the candidate's personality
- Tell the candidate: "we're going to talk like we're having coffee with a friend"
- Be genuine and honest about the expectations of the role
- Seek people who are outgoing, upbeat, and who have a positive attitude
- Successful hires are patient, empathetic, and are willing to do everything for the guest
- Good problem-solving abilities
- Candidates demonstrating eagerness to grow and try new things usually perform well in the role

Occasionally, you may interview a candidate who isn't a good fit as a bartender, but they have potential for another position at your resort. When this happens, ask the candidate if they would like to interview for other positions at Westgate. If they say yes, refer the candidate to other managers or your resorts management team.

### Instructions

Before interviewing any candidates, select scenario A or B along with two or three questions from the list below to ask **all** interviewees.

As with the Hourly Interviewing Guide, ask probing questions if you don't have enough information to rate the answer. For the chosen scenario, you should note enough of the key elements from the answer provided to rate the candidate's response.

Rate responses to the questions selected from the list on a scale from 1 to 5.

### Scenario A

It's the peak of dinner rush and you and the other bartender are doing your best to keep up with making server's drinks while also being attentive and courteous to your bar guests.

A woman sits at the bar and says she's traveling alone, can she eat dinner at the bar? You welcome her, take her drink order, and place her meal order, chatting with her periodically. Another guest sits beside her, even though there are many open seats.

Reading her body language, she doesn't want this person's attention, but he's invading her personal space, and when you walk up to greet him, he immediately says 'get the lady here another of what she's having.' She gives you a look of 'help me please.'

How do you handle this situation?

### Scenario B

You begin to serve a twenty-one-year-old student, who orders 10 shots for him and his friends. Some of them look underage. You know that police never come to the club late at night. Will you sell the shots?

### Notes


Guest Servicing Questions		Rating				
	Can you mix me a good negroni? What are the ingredients?	1	2	3	4	5
	What do you like best about bartending?	1	2	3	4	5
	What kinds of customers are you used to serving?	1	2	3	4	5
	What's your favorite drink to make? What do you consider your 'signature' drink?	1	2	3	4	5
	If you have a customer who has had too much to drink, how would you cut them off?	1	2	3	4	5
	Some nights are busier than others. How would you stay busy on a slow night?	1	2	3	4	5
	If you have a large crowd at the bar, in what order will you serve your guests?	1	2	3	4	5
	What responsibilities does a bartender have?	1	2	3	4	5
	Several customers are demanding your attention, What's the best way to handle this?	1	2	3	4	5
	You're given a complicated drink order and you forget. What's your next step?	1	2	3	4	5
	How do you build relationships with customers?	1	2	3	4	5
	How do you feel about tip sharing?	1	2	3	4	5
	I'm in the mood to try a new drink. What do you recommend?	1	2	3	4	5
	How do you communicate with your customers?	1	2	3	4	5
	As a bartender, what's one of your biggest pet peeves?	1	2	3	4	5