



The Thomas Hotel - Mixologist Job Description

Overview: The Thomas Hotel is a boutique hotel located in downtown Tyler, TX with 8 suites and a lobby/bar area. Each suite has a kitchenette, living space, bedroom and bathroom. The hotel also has a lobby and a bar, known as The Judge, that will be open 3-8pm daily to the general public. The hotel will be set up to have self-check-in for all reservations. Each guest will receive a unique code to access their room and the hotel lobby. The lobby/bar will close at 8pm daily and only guests will have a unique code that grants them access to the hotel after hours. Check-ins will begin as early as 4pm (sooner if rooms are clean) and Check-outs will be at 11am. The hotel will be staffed at all times and the team will be composed of one General Manager, one Experience Manager, and several Guest Experts, Housekeepers, and Mixologists. Guests and clients have the opportunity to buyout the hotel and reserve The Judge space for exclusive events.

Words to describe The Thomas Hotel brand are thoughtful, friendly, personable, established, approachable, sophisticated, local, welcoming, humble, boutique and possesses heritage.

Our Mixologists will play an active role in maintaining a positive and fun workplace environment and delivering a luxury guest experience. Mixologists will be masters of their craft in cultivating unique and genuine hospitality experiences for our team and our guests at The Judge. The ideal candidate will have a passion for hospitality and strong interpersonal social skills, possess strong social and communication skills and be a self-motivated team-player. Our team will be actively seeking to build our business into a positive asset to the Tyler community, and all team members will be responsible for serving proactively in identifying opportunities to elevate the guest experience. A goal-oriented mindset and high level of adaptability are essential for success in this role.

Responsibilities

- Exude the four brand pillars of The Thomas Hotel: Southern Hospitality, Heritage, All in the Details, and Community Hub, and assist the Hotel Owners in maintaining the “brand”.
- Ensure all guests feel welcome and at home during their stay and cultivate an inclusive, fun, and comfortable environment for all guests of The Judge.
- Joyfully serve alcoholic beverages and food.
- Maintain a detailed understanding of The Judge menu and intuitively curate menu items and track individual sales with the assistance of Hotel Management and Owners.
- Bartend for evening bar operations and special events.
- Maintain current TABC + ServSafe certifications and serve as a responsible party for all employees and guests adhering to all Texas Liquor License Laws.
- Exhibit a high level of effective communication with other employees, departments, vendors, and partners.
- Complete daily shift checklists and inventory management.
- Accept payments from customers via Square and work with Guest Experts on expensing to guest folios when appropriate.
- Work closely with Hotel Management on hotel special events and buyouts.
- Maintain lobby music levels and drive the experience for nightly operations.
- Eagerly offer to assist any guests with disabilities, sharing all property accessibility features.

- Greet guests and cultivate genuine guest experience for all guests of The Thomas Hotel and The Judge, maintaining a friendly and professional demeanor at all times.
- Seek opportunities to improve the experience for every guest, committing to a high level of effective communication with guests, other departments, and Hotel Managements.
- Adhere to all Standard Operating Procedures as determined by Hotel Management and Owners.
- Serve as a local expert and concierge, offering assistance to all guests in getting acquainted with the Tyler area and our abundant offerings for activities and entertainment and dining options, making reservations and bookings as requested.
- Clean and tidy public and work areas and ensure consistent cleanliness of The Judge bar and service areas and workspace.
- Confidently and respectfully respond to conflicts and any disruptive or aggressive guests, calling on local law enforcement when appropriate.
- Prioritize safety and security of hotel and remain vigilant of potential hazards at all times, promptly reporting any security issues to Hotel Management.
- Attend monthly 1:1 Meetings with General Manager and commit to personal growth and development .
- Attend team meetings (twice a month).
- Perform other duties as required - always willing to learn and grow and serve the team in any capacity required to optimize guest and employee experience.

Qualifications

- High school diploma or equivalent
- 2+ years guest service or food/bar experience preferred
- Outstanding communication and social skills
- Basic administrative knowledge (Microsoft Office and Google Workplace)
- Adaptable team player eager to “wear all hats” and support others in many capacities
- Ability to lift up to 50 lbs and carry supplies up and down stairs
- Available to work weekends, holidays, and variable schedule as necessary for hotel operations and guest demand.
- Fluid in English (bilingual a plus)
- Pass required background check and pre-employment drug test

** Time off: Up to 80 hours paid time off yearly after 90 days of continuous employment. Please request this at least 4 weeks in advance. ** Base pay: \$12/hour + tips **