

# JOB DESCRIPTION

**Job Title:** Events, Bar & Restaurant Team Member

**Job Reference :** EBRT/04/22

**Salary Range :** £9 per hour Aged 18-20 / £9.18 per hour Aged 21-22 / £9.55 per hour Aged 23+ -

**Hours :** As required – Zero hours contract – minimum 3 shifts a week to include either 2 week day shifts and one weekend shift, or 1 week day shift and 2 weekend shifts

A minimum of age 18 is required for Bar work

**Reports to:** Bar and Restaurant Manager. Senior Assistant Bar & Restaurant Manager, Assistant Bar and Restaurant Manager and Bar & Restaurant Supervisors.

## POSITION SUMMARY:

As an Events, Bar & Restaurant Team Member you will ensure that all guests are served to the company standard in the Bar, Lounge, Restaurant areas and at events within our 5 function rooms, such as weddings, wakes, party nights etc.

You will ensure that the highest standards of hospitality and welcome are demonstrated at all times within all food and beverage areas.

Additionally, you will serve and explain Menu dishes, drinks, cocktails and coffees to guests including ingredients and discussing any allergy information.

To maintain a high standard of personal hygiene and presentation at all times being punctual for scheduled shifts and maintaining a good attendance record.

The position requires a flexible approach to a variety of shift patterns and includes breakfast shifts, late evening and weekend shifts.

## Main Responsibilities / Key Accountabilities:

- To follow established Company Policies and Procedures & maintain company standards in all areas of responsibility with particular emphasis on Customer Services.
- To be responsible for taking Food and Beverage orders, communicate to the chef's regarding any special preferences or allergy, collecting food orders from kitchen and serving them to guests in a timely manner. Replenishing beverages and ensuring guest satisfaction throughout the meal service and visit.
- To be fully aware of the bar and restaurant menu's along with their prices including knowledge of menu and restaurant promotions and any special offers to maximise upselling opportunities within department and the wider scope of the business.
- To maintain a good knowledge of wine selection, wine service and Beer service and mix and garnish beverages according to recipe and portion control standards (Age 18+).
- To be responsible for inputting to the point-of-sale system any food & beverage orders, accurately totalling, processing and collecting payments from guests to include, but not limited to, using the point-of-sale system.
- To follow cashiering procedures like handling money, processing credit and debit cards, making change and processing gift certificates, cards and vouchers and be responsible for billing/credit card/payment and collecting feedback from the guest. To follow end of shift cash up procedures.
- Perform any other assigned reasonable duties and responsibilities as assigned or as requested by Supervisors or manager.

- To ensure that all statutory elements of health and safety are adhered to and maintain the premises in a safe and healthy condition and to a high standard.
- To maintain the safe storage and control of any potentially harmful materials and chemicals used within the department and ensure that such materials are appropriately marked and signposted.
- To adhere to all aspects of the departments risk management, including ensuring all necessary risk assessments are completed and the necessary checks are in place to meet all audit requirements.
- To adhere to the safe and efficient operating procedures of all department equipment and to report any deficiencies.
- To be aware of and adhere to applicable hotel rules, regulations, legislation and procedures, national legislation (Health and Safety, COSHH, Data Protection).
- To maintain confidentiality of information acquired in the course of undertaking duties for the hotel.
- To be responsible for your own continuing self-development, attending training as required and appropriate.
- To undertake other duties appropriate to the post as required.

#### **Planning and Organisation:**

- To be responsible for stocking and maintaining the bar with all the required supplies and inventory (e.g. beer, wine, spirits, paper products, straws, stirrers, condiments, glassware, ice cubes etc.) within the postholders' sphere of responsibility.
- To ensure all equipment is returned to proper locations, turning off lights, locking doors and completing bar closing checklist.
- Assist in carrying out scheduled inventories of products and operating equipment.
- To ensure tables are cleared at the end of service and prepare for service by polishing cutlery, glassware and crockery etc.
- Complete closing duties, including storing all reusable goods, breaking down goods, cleaning all equipment and areas.

#### **Decision Making and Use of Judgement:**

- To ensure that the bar is fully stocked, clean and tidy at all times.
- To establish a rapport with guests to build loyal and satisfied customers and advise Management/Supervisor of any guest complaints promptly.
- To determine whether individuals have proper identification and serve alcoholic beverages to guests in accordance with statutory and company laws and regulations.

#### **Essential Internal and External Relationships:**

- Welcome and acknowledge all guests according to company standards in a timely, friendly and efficient manner. Respond to and take responsibility for guest requests and follow up any incidences.
- Speak with others using clear and professional language, and answer telephones using appropriate etiquette.
- To attend department meetings and line manager meetings as directed.
- To maintain a good relationship between the Bar & Restaurant, C&E, Kitchen, housekeeping & Front of the House demonstrating a friendly, helpful positive attitude towards all co-workers.

## Employee Specification

	Essential	Desirable	How Identified
<b>SKILLS:</b>	Attention to Detail Positivity Ability to Work Under Pressure Self-Motivated Good Verbal and Written Communication Skills Exceptional Customer-Service Skills Flexibility to work longer hours as per business demand.		Reference's Aptitude testing Practical assessment
<b>EDUCATION / KNOWLEDGE:</b>	Knowledge of basic health and safety and Fire Safety requirements. Educated to GCSE Level and above	Have sound knowledge of spirits, beers, wine, cocktails and coffee. Relevant NVQ or equivalent qualifications Knowledge of POS - Point of sales system and inventory software.	Certificates
<b>EXPERIENCE:</b>		1 years experience in hospitality or a similar customers serving role.	Reference's Verification of employment history

Every single member of staff at Ufford Park is critical to helping us operate. We can employ up to 150 people in peak season. All of our team members enjoy exclusive benefits such as lunch/dinner whilst on shift, free parking, a staff reward scheme, use of the pool, gym and discounted rates for use in our spa, accommodation, dining and treatments & golf, 28 days annual leave (inclusive of Bank Holidays) and membership to the Company Pension Scheme