



## Job Description

**Job Title:** Casual Bar Staff

**Responsible to:** Events & Marketing Officer

**Salary:** NMW depending on Wage Band

**Duration of post:** Casual Worker Agreement

**Hours:** Weekend working - the line manager will contact you from time to time to offer you work as required for holiday, absence and events & functions cover. As much advance notice will be given to ensure flexibility to work as required.

**Annual leave entitlement:** Pro-rated amount of 5.6 weeks, statutory entitlement worked out on an accrual basis.

**Job Overview:** We are seeking customer focused bar tenders to join our casual service team. You will be responsible for providing exceptional customer service to guests at our private functions, preparing beverages and serving them at the bar or through the Front of House staff of Bridges Centre.

### Main Duties:

- Taking beverage orders from customers or front of house staff and serving drinks as requested in a timely manner.
- Assessing customer preferences and making drink recommendations including identifying sales opportunities to up-sell and cross-sell products.
- Providing a positive and friendly guest experience
- Using the till, card machine and taking cash payments as required.
- Restock and replenish the bar inventory with an adequate supply of liquor, beer, wine, mixers, ice, napkins, straws, glassware, and other accessories
- Checking identification to verify legal age requirements for all customers
- Cleaning the bar, tables, chairs, and work area to maintain a sanitary environment
- Collecting empty glasses from customer tables throughout the course of your shift
- Organising the bar area to streamline drink preparation and inventory
- Slicing and preparing fruit garnishes for drinks
- Limiting customer problems by restricting alcohol intake and attempting to curtail inappropriate behaviour
- Closing down the bar and bringing it back to the required level of cleanliness and set up acceptable for the next event
- Assisting with deliveries and stocks and the associated checks required.

### Other Duties:

1. To act as an ambassador for Bridges raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
2. To attend meetings and training as required.
3. Take all reasonable measures to follow all Health and Safety policies, procedures, and appropriate legislation as applicable, including personal accountability for the safety of self and others at all times.
4. In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the Manager in addition to those shown above.

**Personal attributes:**

1. People-oriented:
  - Empathy and attentiveness towards guests
  - Positive attitude and enthusiasm for customer service
2. Adaptability:
  - Ability to adjust to dynamic work environments
  - Flexibility in handling various tasks and challenges
3. Dependability:
  - Reliability in fulfilling responsibilities
  - Commitment to maintaining high standards of service
4. Continuous learner:
  - Willingness to improve skills and knowledge in the role
  - Openness to feedback and constructive criticism

**Other Requirements:**

- A right to work check and a DBS (Cost covered by Bridges) may be required prior to starting within the role.

**The Application Process:**

If you would like to apply for this post, please complete the '**application form**' on Bridges Centre's website.

Please send your completed application by email to [amy.mcdougall@bridgescentre.org.uk](mailto:amy.mcdougall@bridgescentre.org.uk) or by post to:

Amy McDougall (HR Administration & Support Officer)

Bridges Centre

Drybridge House

Monmouth

NP25 5AS

**The closing date for all applications (by post or email) is 5pm on Friday 24<sup>th</sup> February 2023.**

If you are not contacted for interview by 3<sup>rd</sup> March 2023, please assume that you have unfortunately not been short-listed.

*Please note; it is not our company policy to provide feedback to candidates who have not been shortlisted for interview.*