

Bar Staff

MAIN PURPOSE OF THE JOB

To work as part of a team to serve food and drinks on a busy wedding day and other events.
To deliver excellent customer service at all times.

KEY RESPONSIBILITIES

People

Respect other roles and parts of the business, we are all working towards a common goal.

Customer Service

Deliver the companies stated mission with exceptional service and venue standards for the bridal party, their guests plus new prospective clients.

System and Process

Full compliance of all operating controls, policies, procedures, and service standards.

MAIN DUTIES

- Delivering excellent customer service at all times
- Processing and taking food and drink orders
- Serving and clearing tables
- Recommend and upsell food and drink
- Keep up to date with new products and menus and promotions
- Assisting and keeping the bar area and venue tidy at all times
- Support the back of house team and delivering great service
- Speak to and perform 'check back' on customers ensuring full satisfaction

- Exceeds customer expectations and must have a professional work ethic
- Carry out instructions as given by management and supervisors
- Adhere to company policies and procedures and licensing laws

Person Specification

Factor	Essential?	Desirable?
Relevant Experience	<ul style="list-style-type: none"> • Experience working behind a busy bar 	<ul style="list-style-type: none"> • Experience working in wedding
Aptitude, Skills and Abilities	<ul style="list-style-type: none"> • Must be a reliable worker who is able to perform routine tasks without supervision. • strong attention to detail required. • Organisation • Ability to communicate, and connect with employees and management and take direction. 	
Personal Attributes	<ul style="list-style-type: none"> • Team Player • Communication • Pride & passion • Astute Flexible • Proactive 	