



Job title: Bar Manager

Main purpose of job:

The Bar manager is responsible to support the venue managers to lead, develop and enable a team by providing the necessary skills and knowledge to deliver an exceptional guest service experience. Working to deliver expected KPI's, Service standards, compliance & profit conversion

- To produce accurate and timely reports (as per report list)
- Accurate staff allocation in line with budget/matrix (weekly KPI's)
- To conduct regular Team 1-2-1- meetings (minute)
- A harmonious team spirit (staff feedback/turnover/sickness)
- Great customer feedback (reviews)
- Consistent high standard of venue throughout (inspect)
- Strong new wedding sales (monthly target)
- Bar control (GP, sales target, stock report)

Service standards, compliance and profit conversion. To be an ambassador of the brand.

The Bar manager typically supports the venue managers throughout the day, night and close down of the business and therefore has a strong affinity with all front of house operations, health & safety, fire and security. The Bar manager will assume the relationship with the wedding couple in the absence of the venue managers along with specific tasks of the itinerary.

Department: Operations

Position reports to: Venue Managers

Position is responsible for:

Bar team and supervisors
Service team & supervisors

Main duties

People Management:

1. To manage the Departmental heads within your area of responsibility.
2. To be responsible for strategic planning, good communication, training, support, monitoring and where necessary support encourage and performance manage where necessary.
3. To ensure the employee lifecycle of your staff are in line with company policy and procedure ensuring that you are compliant within Employment Law Regulations.
4. To organise day to day running of the venue making sure that staff are in the right roles & cross training of the team when able to do so

Customer service:

1. To deliver the companies stated mission “ To make the whole Journey an experience from the first hello to the last goodbye. Create a day that will be cherished for the rest of their lives” with exceptional service and venue standards for the wedding party, their guests plus new prospective clients.
2. Overseeing the day to day running of all event procedures & team

Financial:

1. To have a sound understanding of all financial targets, forecasts and budgets and strive to deliver or exceed them through control, efficiency and improvement.
2. Balancing till floats & daily cash takes
3. Banking & taking it to the bank

System and process:

1. To ensure full compliance of all operating controls, SOP's, policies, procedures and service standards.

Night/close down:

1. To safeguard the guests, staff and venue through to close down. Complete all night tasks accurately and hand over to night porter.

People:

1. To understand the function of the organisational chart and line management system.
2. Meet daily/weekly with key team members to communicate, review and improve operations.
3. Arrange a formal weekly meeting with each head of department to help organise, plan and support their priorities.
4. Providing coaching, support, mentoring and performance management of your team.
5. Responsible for all recruitment activity ensuring recruitment tools and process are used consistently to ensure quality, skills and legal standards are met.
6. Deal with poor performance &/or disciplinary issues correctly in line with company policy and legal direction.
7. Create harmony and build a team spirit. Recognize and resolve issues as soon as possible.
8. Inspire and motivate all personnel to be the best they can.
9. Lead by example.

Customer service:

- Deliver beyond expectation.
- Provide an outstanding level of customer service by liaising and building rapport with customers.
- Deal with Customer complaints in a professional way and using feedback to improve. Monitor forums continually & action where necessary.
- Developing and maintaining the image, perception and integrity of the Collection brand
- Build excellent working relationships with key internal and external partners.

Financial:

- Understand the financial drivers of the business and seek ways to control and improve them.
- Adhere to budget constraints.
- Continually monitor KPIs to see they perform to target.
- Rota staff accurately to deliver our service standards at the optimum level of personnel required.
- Drive reduction in departmental operating costs & overheads by encouraging a mentality of prudence, thrift and economical management.
- Support and engender support from all personnel to support the sales process including new business, wet and dry sales in order to achieve or exceed sales target.
- Accurate stock reporting to audit department.

Systems & process:

- Complying with all Company requirements including cash management, H&S, security, fire & flood, food Safety, utilities and licensing
- Adhering to and ensuring team comply with the crisis management process
- Monitor department Managers are adhering to stock control rotation and distribution, maintaining effective cellar management and maintaining hygiene standards throughout the kitchen, bar and venue.
- Create and improve all SOP's to improve the company objective of "one right way". Continually recognise the need to develop and use "how to's" & "tick lists"
- Ensure that all managers have the tools and knowledge to direct their teams to undertake the right actions for their role and follow the correct process & procedure.
- Oversee that all staff have been given induction and follow SOP's.

Person specification

Factor	Essential?	Desirable?
Qualifications		
Relevant experience	Experience working in hospitality and behind a bar	Experience working in weddings Experience working as a manager
Aptitude, skills and abilities	Leadership Organisation Pride & passion Conflict resolution Astute To be a role model	