



Job Description

Job Title: Bar Staff

Reports to: Manager

Line management responsibilities: None

Main purpose of the job

To assist the Pub Manager to maintain a vibrant, community-focussed pub providing excellent customer service.

Responsibilities

1. Maintain high standards at all times.
2. Serve and present drinks quickly and efficiently to specified standards, including table service, if required.
3. Comply with procedures and deliver excellent customer service at all times.
4. Keep up-to-date with product information (eg tasting notes) in order to be able to advise customers.
5. Change barrels and update the blackboard.
6. Keep the bar area clean and tidy, including washing and renovating glasses.
7. Ensure the pub, garden and toilets are clean and tidy and the heat/ventilation are comfortable for customers at all times, whilst at the same time having due regard to costs.
8. Regularly clean surfaces and toilets and collect glasses.
9. Implement procedures for managing customer numbers, seating arrangements and movement within the pub.
10. Tidy and clean the bar area, re-stock shelves and dispose of empty bottles at the end of each shift.
11. Use the till at all times, as directed by the Manager, including following procedures regarding cashing up.
12. Keep the Pub Manager informed and act on requests from the Pub Manager using communication procedures directed by the Pub Manager (eg the day diary).
13. Always implement pub procedures, for example those relating to opening/closing, security, and cashing up, and adhere to licensing laws.
14. Maintain excellent time-keeping and attendance, arriving early for shifts in order to be able to start work promptly.
15. Be flexible in terms of workload and hours.
16. Maintain a high standard of personal presentation and behaviour.
17. Attend and contribute to team meetings.
18. Comply with health and safety procedures to ensure the health, safety and welfare of staff, customers and all those who come into the pub are maintained.

19. Respond appropriately to complaints and customer feedback and ensure that the Pub Manager is kept informed.
20. Undertake training, as required by the Pub Manager.
21. Undertake any other duties appropriate to the post requested by the Pub Manager.