

Hospitality Team Member (Bar)

JOB TITLE: Hospitality Team Member (Bar)
STATUS: Salaried
DEPARTMENT: Hospitality
LOCATION: Century Casino Bath
REPORTS TO: Bar Supervisor

SUMMARY:

To dispense drinks to guests in a friendly and efficient manner. Ensuring that correct monies are obtained in accordance with Company Policy / Standards and Government legislation, i.e. Licensing Act, Food Act (hygiene laws), Trading Standards.

EDUCATION/EXPERIENCE:

Recent experience working behind a bar, front of house or with cocktails desirable but not essential as full training provided.

DUTIES & RESPONSIBILITIES:

Compliance to Legislation

- To be aware of Company & Legal requirements relating to The Gambling Commission, Licensing Laws, COSHH, Health & Safety and Fire manuals, Accidents at work, Hygiene laws.
- To be conversant with bar & restaurant objectives.
- To uphold & adhere to the 4 licensing objectives.
- To serve all food & drinks in accordance with Trading Standards (weights & measures).
- To be food allergen aware.

Cash Controls

- To operate the till in accordance with Century Casino policy
- To ensure that correct monies are taken for products sold and to ensure that correct change is given.
- To ensure that a sufficient amount of small change is in the till, at any given time, and to action when necessary.

Stock Controls

- To ensure that all products are of premium quality ready for sale.
- To dispense items of stock in accordance with guest's requirements, ensuring that the products purchased are served in the correct manner, i.e with ice, fruit, by the correct measure and in the correct glassware.
- To maintain good product knowledge, being able to offer an upsell where possible.
- To be aware of stock levels and to notify the immediate supervisor if any stock items are running low.

Promotional Activity

- To be conversant with any current or forthcoming promotional activity.

Standards

- To greet the guests in a friendly, polite and helpful manner.
- To maintain high standards of customer service at all times.
- To make all cocktails, drinks & coffees in accordance with menu specifications.
- To operate the bar in accordance with Century Casino standards.
- To ensure the bar areas are clean and tidied at the end of your shift.
- To wear the correct uniform in accordance with Century Casino policy.
- To be presentable at all times,
- To ensure a clean and safe environment at all times.
- To assist with cleaning duties as instructed by the Bar Supervisor or Duty Manager.

General

- To immediately inform Supervisor / Duty Manager of any potential problems or hazards.
- To be fully aware of all equipment and how it operates.
- To be fully aware of fire regulations and evacuation procedures.
- To be able to answer queries on facilities throughout the premises.
- To be available to assist, for whatever reason, in other Retail areas, ie. floor, cellar etc..
- To ensure the bars are correctly set up and the valet station is clean, tidy and fully stocked throughout the shift.
- To have full knowledge of all menu items and how they are presented and served to the guest.
- To ask the chef of specials or any amendments to the menu.
- To make a list of all the party bookings and create a seating plan.
- A list of the party bookings should be given to the chefs.
- To work to the company's service procedures at all times.
- To greet guests in a friendly manner and to maintain cordial relationships at all times.
- To always work safely and without risk to others.
- The contents of this job description are intended to act as guide to the main responsibilities of this position. However, the post holder will be expected to carry out any reasonable request as instructed by the F&B Manager.