1. Job Details

Job title: Bars Assistant

School/Support Department: Accommodation Services

Unit (if applicable):

Line manager: Assistant Manager/Manager
Line Manager employed in same unit.

2. Job Purpose

Assist in the service of food and beverages to a range of customers whilst ensuring a high standard of cleanliness and safety in all areas of the business.

3. Main Responsibilities

| % of time |  
|-----------|-----------|
| 15 |  
| 25 |  
| 10 |  
| 10 |  
| 10 |  
| 10 |  
| 10 |  

1. Set up all bar and functions bars with full beverage range and food if applicable, allowing sufficient time to be ready and as per Standard Operating Procedure guidelines.

2. Serve and assembly drinks for customers to ensure a fast and courteous standard of service both at the bar and for table service as required.

3. Replenishing stocks of drinks on a regular basis before, during and after shift to ensure the full range is available to customers.

4. In service of drinks, ensure application of all Scottish Licensing regulations in respect to areas such a weights and measures, legal ages for alcoholic drink service, and opening times etc, thus underpinning the Universities responsibilities as main licence holder.

5. Through full operation of till, general cash handling responsibilities in respect to receiving cash and issuing change in order that customers can settle their bill accurately and timorously.

6. Through operating the glass washer, clear all dirty glasses and store ready to be used again for beverage service, in addition ensure all measures are cleaned at regular intervals during service.

7. Undertake cleaning duties to include general cleaning of all back bar areas including the cellar as well as front of house during shift, to include all shelves and counter tops, other spillages or breakages and floors during shift to prevent slip hazards, and at the end of shift. Cleaning checklists as per the Department Food Hygiene Management system are a legal requirement to provide a clean and hygienically safe catering environment.

8. As requested by the supervisor, assist with stocktakes, completing stock transfers and changing kegs and gas canisters.

9. Will undertake the above duties working on a rotational basis and any additional duties as requested by management.

4. Planning and Organising

With equipment and product allocated by supervisor/manager, set up fixed bars and
function bars at various sites and for differing events in the most appropriate way to ensure efficient circulation flows are maintained for colleagues to serve and an attractive display of beverages is achieved

Be able to determine customer spend i.e. operate the till accurately and charge the correct amounts.

Through assessing customer flows and on own initiative assist as part of a team with glass collection, cleaning duties and stocking up during shift to ensure consistency of service and prevent running out of stock or clean equipment.

5. Problem Solving

Little problem solving required. If they have any concerns they should be referred to line manager or Supervisor.

6. Decision Making

Regular decisions to be taken on who to serve e.g. under age drinkers who need photo ID or people already intoxicated)

Use own initiative to move around catering outlet to meet customer needs and provide greatest staff cover/increase in level of service e.g. periods when more staff needed in bar verses glass collection etc.

Deal with customer queries and take appropriate action as required e.g. decide at what stage a complaint or query should be referred to the supervisor/line manager.

7. Key Contacts/Relationships

Must be able to work harmoniously as part of a team and be helpful and polite when dealing with customers. Key daily contacts internal to unit and will regularly deal with at least 3 of the following: managers, assistant Managers, supervisors, chefs, Kitchen porters, C & B Waiters, security and customers.

8. Knowledge, Skills and Experience Needed for the Job

No experience necessary, although previous experience with a catering/bar environment desirable. After on the job training must be able to learn by experience and through the training given in the operation of bar and cleaning equipment. To attain basic food hygiene qualification within 6 months.

9. Dimensions

Provide bar and food service to between 80 – 200 customers daily.
Uses approximately £350.00 of cleaning equipment per annum.
Handle cash between £80 - £1,000 (subject to location and time of year)

Drive Van to outside catering locations

10. Job Context and any other relevant information

The catering environment can be a physically demanding environment requiring substantial physical effort at times with heavy lifting and sometimes long periods of repetitive tasks. A certain degree of bending, stretching, twisting and constant movement is required and ability to work at a quick pace.

A high level of flexibility is required to cover changes in services, dependant on business levels and requirements. Demands to provide services outwith the catering unit and to provide function coverage, requires co-operation and must be prepared to extend working hours at short notice within limits. Bar Persons must be prepared to work in any area
unless specialist training has not been given.