

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	Casual Bartender
Job Family:	Epsom Playhouse
Service:	Commercial Services (Venues)
Location:	Epsom Playhouse
Reporting To:	Food & Beverage Manager (Playhouse)

Role Purpose: <i>Why the role exists and its contribution</i>	To provide an efficient bar service for the client and customers selling alcoholic & non-alcoholic drinks and snacks. To promote a friendly and professional atmosphere. To work with the Food & Beverage Manager to help drive the business forward. To be part of a team. To provide excellent customer service
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Main Duties and accountabilities

Service Specific	• To ensure the security of all areas and contents and to prevent the abuse and/or destruction of property. • To liaise with the manager to maintain correct procedures of stock, liquor, chemicals and disposables. • To report any customer complaints and compliments to the Food & Beverage Manager. • To report any incident or accident, fire, loss, theft, damage or other irregularities. • To conform to the required dress code in line with the duties undertaken in the bars. • To ensure bar service standards are met and maintained to requirements. • To carry out the duties as set out by the Food & Beverage Manager ensuring all bar services are met to the appropriate standards
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	• Willing to open and close shifts. Training provided • Report faulty equipment, or premises hazards • To work closely within a team, ensuring good communication at all times. • To handle cash and card transactions. • To assist with promotions as necessary. • To maintain a clean, tidy and hygienic working environment. • To report on any cash discrepancies • To deliver any reasonable management request. • To serve drinks and certain food items (snacks) to customers. • To ensure a duty of care to all customers and fellow members of staff. • Manual handling specific to a bar: which may include lifting and moving of kegs from time to time. • Most duties will take place on evenings or at weekends.
Generic Duties	• Ensure that H&S guidelines are adhered to along with the rest of the team. • Ensure that all licensing specific to The Playhouse is understood and adhered to. • Assist with emergency situations as required. • Ensure that the working environment is kept tidy and safe

The key decision making areas in the role
The role will require working closely with the public, providing excellent customer service.
Customers and contacts
The role may, from time to time, involve liaising with suppliers in the F&B Managers absence. The role is focused on providing an excellent customer experience.

Dimensions of the role	
Financial	Non-financial
• Cash and card handling • Requirement to rectify any cash errors at point of error made where possible, or if not report to the relevant supervisor	• Close work as part of a team • Evening (some late finishes) and weekend work

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
A levels	D		
Personal License Training	D		
Knowledge and Experience			
Customer services experience	D		
Previous Bar Experience	D		
Previous Cash handling experience	D		
Skills			
Problem solving	D		
Creativity	D		
Communication skills	E		
Timekeeping	E		
Working under pressure and to deadlines	D		
Additional Requirements			
Evening and Weekend Availability	D		
First Aider	D		