

## ***Job Description***

Job Title:	Bar and Events Assistant
Responsible to:	Director of Commercial Development and Corporate Services
Reports to:	Hospitality Supervisor
Location:	Clarendon Royal Community

### **Job Description:**

#### **Job Purpose**

To provide effective day to day and event support, serving in the bar facilities at the Clarendon Royal Community. To be a responsible cash handler while dealing with bar transactions. To work within the delegated authorities and with the immediate line manager to maintain wet stock levels appropriate to the services needs and customer demand, considering functions and exceptional events as well as the day-to-day provision of services.

#### **Budget Responsibilities**

To work within the organisation's delegated authorities for expenditure and follow the guidance of the organisations financial policies relating to cash handling and finance administration.

#### **Key Responsibilities**

- To ensure professional and licenced cover in the hotel bar areas, always presenting a welcoming and attentive demeanour.
- To provide all items from the bar drinks range at all times, including hot drinks, cocktails and mainstream beverages.

- To provide licenced bar cover, during events, and as daily cover according to the rota, including daytime, evening, and weekend shifts.
- To assist in the smooth running of function and bookings for the restaurant / bar / function area.
- To fully utilise the organisations EPOS system for all financial transactions and services provided to resident and non-resident customers.
- To clear tables, wipe surfaces and assist with washing up to ensure ample glassware is available.
- To monitor and replenish stock levels as advised by the Hospitality Supervisor.
- To check customers' identification and age verification in line with "Check 25"
- To engage with customers and advise them about current promotions.
- To maintain a clean and organised bar area, including quickly responding to spills and other health and safety hazards.
- To support the Guest Relations & Hospitality Assistants in serving food and snacks where required.
- To carry out other reasonable tasks as set by the Group CEO from time to time in line with the spirit of the role description.

*The areas covered in the Job Description are intended to provide an overall context to the role, and is not designed to be an exhaustive list of tasks.*

## **Communication and working relationships**

### **Internal**

- Hospitality Supervisor
- Director of Commercial Development and Corporate Services
- Operations Director (CRC and NWK)

- Other Supervisors/Managers
- Operational staff
- Volunteers
- Administration / corporate services staff
- Service Users and Families

## **External**

- Visiting General Public
- CRC residents
- Other stakeholders
- Age UK Kent Rivers colleagues
- Like organisations

## **Performance Review**

Personal Performance will be assessed annually.

Personal development plan or training will be agreed with the Director of Commercial Development and Corporate Services.

## **General**

All employees are subject to the requirements of the Health and Safety at Work Act. The post holder is required to ensure, as an employee that their work methods do not endanger themselves or others.

All employees are subject to the requirements of the Data Protection Act and must maintain strict confidentiality in respect of Service Users, Staff information and records at all times.

All employees must comply with the organisations Equality and Diversity Policy.

Age UK Kent Rivers aims to maintain the goodwill and confidence of its own staff, Service Users and the public. To achieve this objective, it is essential that employees carry out their duties in a professional, courteous and empathetic manner.

Age UK Kent Rivers maintains the right to amend the Job Description in consultation with the post holder. Any agreed changes will be notified in writing.

## Personal Specification

- Excellent Customer Service skills
- Creative flair for drink-making
- Demonstrating product knowledge and the ability to recommend drinks to customers.
- The ability to follow recipes accordingly.
- Time-management skills, effectively keeping up with bar orders.
- Experience of cash handling and EPOS systems.
- Attention to detail.
- Active listening skills and a good memory for remembering different orders from different customers.