



## Bar Staff

Exeter City Football Club seeks to ensure the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.

<b>Department</b>	Bars
<b>Contract Type:</b>	Seasonal, Casual Worker
<b>Location:</b>	St James Park, Exeter
<b>Reports to:</b>	Bar Manager
<b>Responsible for:</b>	N/A
<b>Core Team Relationships:</b>	Bar Manager, Matchday Bar Staff, Matchday Hosts, Kiosk manager, Chief Commercial Officer, Safety Officer & Stewards.
<b>Main Purpose:</b>	As part of the Matchday Bar Staff Team you will work in one of our busy bars situated within St James Park. Each matchday you will work as part of the team to serve spectators a variety of beverage products in an extremely fast paced environment. You must be willing and able to follow instruction to ensure service runs successfully.
<b>Role Summary</b>	<p><i>This role requires:</i></p> <ul style="list-style-type: none"><li>• A passion and pride in delivering exceptional customer service ensuring a positive and friendly environment.</li><li>• A need to be dynamic and enthusiastic to provide an excellent drinking experience for all customers ensuring customer needs and expectations are met if not exceeded.</li></ul> <p><i>The key responsibilities of this role are:</i></p> <ul style="list-style-type: none"><li>• Ensure you have a full understanding of the menu offered to be able to provide full product knowledge to customers.</li><li>• Prepare and serve alcoholic and non-alcoholic beverages.</li><li>• Serve bar snacks.</li><li>• Check customers' identification and confirm it meets legal drinking age, ensuring Licencing regulations are adhered to.</li><li>• Ensure cash handling procedures are followed when taking cash and card payments.</li><li>• Interact with customers, ensuring orders are taken accurately and customer needs and preferences are met/assessed making appropriate recommendations.</li><li>• Collect glasses ensuring they are cleaned and restocked.</li><li>• Ability to follow stock rotation and replenishment procedures.</li></ul>

	<ul style="list-style-type: none"> <li>• Be responsive to colleague and customer requests and queries.</li> <li>• Maintain a fast-paced environment.</li> <li>• Work within your team to take ownership of problems and provide solutions/resolutions.</li> <li>• Work as part of the team to ensure that all bars are maintained to a very high standard of cleanliness and safety in accordance with company policy, Health and Safety, SOP and statutory requirements.</li> <li>• Ensure you are familiar with emergency and evacuation procedures.</li> <li>• Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your supervisor or where appropriate a steward.</li> <li>• Ensure a professional appearance at all times and comply with any company uniform requirements.</li> <li>• Be a positive ambassador of the Club for all events.</li> <li>• At all times, comply with company policy and code of conduct.</li> <li>• Attend staff training and meetings as required.</li> <li>• Perform any other reasonable tasks asked of you.</li> </ul> <p>This Job description should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in consultation in the light of the changing business needs.</p>
<p><b>Measures of Success</b></p> <ul style="list-style-type: none"> <li>• Feedback received from supervisor, colleagues and customers</li> <li>• Product knowledge</li> </ul>	
<p><b>Qualifications/Experience/Knowledge required</b></p>	<ul style="list-style-type: none"> <li>• Please see person specification</li> </ul>