



Bartender

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| Core Team Relationships | The holder of this role will be required to work closely with: <ul style="list-style-type: none">• The Joint Bar Managers, The Park General Manager & the Bar Staff Team. |
| Role Summary | <p>This role requires:</p> <ul style="list-style-type: none">• A passion and pride in delivering exceptional customer service ensuring a positive and friendly environment.• 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. <p>The key responsibilities of this role are:</p> <ul style="list-style-type: none">• Prepare and serve alcoholic and non-alcoholic beverages.• Check customers' identification and confirm it meets legal drinking age.• Ensure all Health and Safety and Licencing regulations are adhered to.• Interact with customers, ensuring orders are taken customer needs and preferences are assessed and make appropriate recommendations.• Collecting glasses ensuring they are cleaned and restocked.• Operating the tills, handling cash and processing card payments.• Restock and replenish bar supplies.• Ensure the highest standard of cleanliness at all times at your work station ensuring all bar areas and fridges are clean.• Work within your team to take ownership of problems and provide solutions/resolutions.• Try and resolve any customer complaints using the training you have been provided and ensure issues are logged.• Deliver relevant feedback to the Joint Bar Managers.• Ensure appropriate uniform is worn.• Follow company procedure for clocking in and out and ensure all breaks are authorised by The Bar Managers.• Attend staff training as required. |
| Qualifications/Experience/Knowledge required | <p>The role requires:</p> <ul style="list-style-type: none">• To be 18 years+• Preferably have previous bar experience, however full training will be provided.• Calm and capable of working under pressure.• Excellent communication and customer service skills• A professional appearance ensuring care and attention of personal presentation as you will be representing The Club.• Good numeracy and literacy skills• A good level of physical fitness/mobility is required as the role involves long periods of standing, lifting stock and often you will be working within a fast paced environment. |