# Letterhead header1.jpg

# JOB DESCRIPTION

**Job Title:** Bar Assistant

**Department:** Conference and Catering

**Reporting to:** Catering Supervisor

**Job Summary**

To deliver an efficient, friendly, quality service to our customers and to meet the food and beverage needs of the College.

**Key tasks:**

1. **Beverage and Food service**
* Ensure all bar areas are kept clean and tidy and appropriate levels of service equipment, beverages and glassware is available at all times.
* Ensure that the correct methods of storage, stock rotation and stock holding are maintained.
* Ensure the bar opens and closes on time.
* Ensure all beverages are correctly served ensuring that legal measures are followed.
* Maintain a good product knowledge of beverages available and provide advice to customers as appropriate to meet their requirements.
* Display appropriate point of sale and merchandising.
* In conjunction with the Duty Manager/Supervisor, ensure that all licence requirements are carried out correctly. Ensuring that all licencing laws are followed under the Licencing Act 2003.
* Keep the delivery and stock areas tidy and well maintained.
* Provide a positive and friendly customer experience by being professional and polite to customers at all times.
* Check identification of customers to verify legal age requirements.
* Balancing cash receipts at the end of the session; including cashing up at the end of the session and ensuring all takings are locked in the safe.
* Comply with all food and beverage regulations.
* Limit customer problems by restricting alcohol intake and attempting to curtail inappropriate behaviour.
1. **General**
* Assist with maintaining and improving standards within the Conference and Catering department by recording positive and negative feedback.
* Ensure that customers experience high levels of service and hygiene.
* Uniform and standards of appearance are followed correctly.
* Follow financial regulations and cash handling procedures.
* Maintain a safe working environment for self and colleagues.
* Participate in team meetings and maintain effective and meaningful communication with management and colleagues.
* Attend relevant training courses as required.
* Be flexible with working hours, especially during peak times, to ensure that the Catering Department are able deliver to agreed levels of expectation- this will include working any five days out of seven.
* Carry out any reasonable request made by the Management team.
1. **Health and Safety**

All staff members are expected to observe all Health and Safety at Work Regulations as set out by Homerton College, in accordance with its statutory obligations.

* Ensure safety procedures are adhered to.
* Follow fire safety procedures.
* Follow COSHH procedures.
* Report all accidents and near misses.
* Safe use of machinery and equipment to minimise any risk of injury.
* Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.
* Report any unsafe practices or broken machinery/equipment to the management team, so that remedial action can be taken immediately.

**PERSON SPECIFICATION**

**Essential Qualities**

* Ability to communicate at all levels.
* Good customer service skills.
* Team player.
* Able to use initiative and work unsupervised when required.
* Honest and trustworthy.
* Accurate.
* Organised.
* Good sense of humour.
* Good knowledge of Health and Safety.

**Desirable Qualities**

* Knowledge of handling and operation of bar equipment.
* Prior experience of College Student Bar.