

THE PICKAQUOY CENTRE

POST OF EVENT BAR STAFF

JOB DESCRIPTION

HOURLY RATE:	£10.27
NO. OF HOURS:	As and when required
DATE PREPARED:	January 2023
RESPONSIBLE TO:	Hospitality & Events Manager
RESPONSIBLE FOR:	Not applicable

PRINCIPAL FUNCTIONS:

Overview

Your role will be to act as an ambassador for The Pickaquoy Centre and as such you will be expected to be a dynamic member of the team who thrives in a fast paced and changing environment.

You will be expected to undertake all bar duties in an efficient manner, in order to exceed customers' expectations. You must have the ability to apply up to date knowledge on licensing legislation. Deal with a variety of customers ensuring you maximise sales whilst working in a busy environment. Providing excellent customer service is paramount.

Main Duties:

1. To serve alcohol and non-alcohol refreshments to a variety of customers.
2. To have the ability to accurately handle cash whilst working under pressure.
3. To assist in the smooth running of the daily operations of the Centre ensuring that all tasks are undertaken in respect of Health and Safety requirements at all times.
4. To welcome all customer user groups and apply up to date knowledge of all products and services.
5. To have the ability to encourage secondary spend sales and actively promote all services.
6. To provide outstanding levels of customer service at all times.
7. To be proficient in time management.
8. To ensure correct usage of the Centre's facilities by the public as stated within the Centre's admission policy and to adhere to operational procedures.
9. To assist with emergency procedures ensuring the safety of staff and public.
10. To be meticulous in your personal presentation.

11. To take responsibility for ensuring that your work area is kept to a high level of presentation, ensuring cleanliness and hygiene standards are upheld.
12. To undertake any other duties as the management team may require.
13. The post holder may be required to work at other sites operated by The Pickaquoy Centre Trust.

PERSON SPECIFICATION

Essential Criteria:

1. To have the ability and understanding to deliver outstanding customer service.
2. To have a good level of numeracy skills and experience of cash handling.
3. To have a confident approach with an enthusiastic personality.
4. To demonstrate ability and commitment to be an effective team member within a small, dynamic and innovative team.
5. To be available to work on a rota system which will include late finishes and weekends.

Desirable Criteria:

1. To hold a Personal Licence.
2. To have previous experience of working in a licensed bar environment.
3. To hold World Host certificate.