



THE PICKAQUOY CENTRE

POST OF EVENT BAR STAFF

JOB DESCRIPTION

HOURLY RATE:	£10.85 (x 1.5 after 11pm)
NO. OF HOURS:	As and when required
DATE PREPARED:	November 2023
RESPONSIBLE TO:	Hospitality & Events Manager
RESPONSIBLE FOR:	Not applicable

PRINCIPAL FUNCTIONS: Overview

Your role will be to act as an ambassador for The Pickaquooy 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

Attributes	Essential	Desirable
Professional/Educational Qualifications – <ul style="list-style-type: none"> • To hold a Personal Licence. • To hold a World Host Certificate. 		✓ ✓
Relevant Work / Other Experience – <ul style="list-style-type: none"> • To have previous experience of working in a licensed bar environment. 		✓
Skills and Abilities – <ul style="list-style-type: none"> • To have the ability and understanding to deliver outstanding customer service. • To have a good level of numeracy skills and experience of cash handling. • To demonstrate ability and commitment to be an effective team member within a small, dynamic and innovative team. 	✓ ✓ ✓	
Personal Qualities – <ul style="list-style-type: none"> • To have a confident approach with an enthusiastic personality. 	✓	
Additional Job Requirements – <ul style="list-style-type: none"> • To be available to work late finishes and weekends. 	✓	