



Bar Attendant Job Description

Job Title:	Bar Attendant
Reports to:	Bar Supervisor
Salary:	£12.71
Working hours and terms:	This casual role requires flexibility by working daytimes, evenings or weekends – the basis of employment will be a zero hours contract. Rotas are created on a monthly basis and you will be asked to let us know your availability in advance for each period. Shifts will be allocated based on this availability. There will be no obligation on you to accept the shifts offered and on Queens Hall Arts to offer you shifts.
Location:	Queen's Hall Arts Centre, Hexham
Main Purpose of Role:	A Bartender provides a welcoming environment to ensure a high level of customer satisfaction in serving drinks and snacks.
Key Tasks and Responsibilities:	• Prepare alcohol or non-alcohol beverages for audience members • Interact with customers, take orders and serve snacks and drinks • Assess customers' needs and preferences and make recommendations • Check customers' identification and confirm it meets legal drinking age • Take payment either by cash or card and use the till system • Cash up at the end of the evening • Restock and replenish bar inventory and supplies, throughout a shift and at the end of the shift. • Clean down the bar area, collect in glasses from all areas, and make the bar area (and pop up bars if necessary) ready for the next shift. • Stay guest focused and provide an excellent guest experience • Comply with all food and beverage regulations <u>Requirements and skills:</u>

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| | <ul style="list-style-type: none">• Computer literacy• Positive attitude and excellent communication skills• Ability to keep the bar organized, stocked and clean |
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Essential Person Specific Attributes

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| | <ul style="list-style-type: none">• Passionate about live performance and the work of Queen's Hall Arts• Demonstrable experience in a customer service role, preferably in a venue setting• Experience of motivating team members on shift• Proactive with excellent organisational and communication skills• Ability to work on your own to analyse situations and solve problems• Ability to work calmly under pressure and prioritise issues• Ability in cash handling |
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This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive.

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