

JOB DESCRIPTION

Job Title: Bartender

Reports to: Café and Events Manager as Line Manager as well as day to day supervision from Deputy Café Manager or Bar Team Leader (whoever is on duty)

Summary of role:

- To deliver high-volume, fast & professional bar service in our Bar, Kiosk & Café during Shows & Events.
- Responsible for preparing & serving drinks quickly & accurately whilst adhering to Licensing Legislation & maintaining consistency & quality even under pressure.
- Providing excellent Customer service; engaging with Theatre audiences with confidence, warmth & professionalism at all times.
- To assist with Stock control under supervision of the Bar Team Leader to ensure smooth flow of service and Pre Ordering.
- Contribute towards a positive team oriented culture, supporting colleagues across the Theatre.

Key work activities & responsibilities:

- Ensure Bar/ Kiosk / Café areas are clean & set-up fit for purpose following operational guidelines.
- Ensure equipment is cleaned, maintained & any faults reported & recorded in a timely manner.
- Ensure Health & Safety, Food Hygiene & Sale of Alcohol regulations are strictly observed.
- Maintain excellent product knowledge, including allergens, maximise sales through cross selling.
- Support opening & closing procedures, including Stock checks .
- Ensure accurate Cash handling & Till operation; reporting any issues/errors immediately.
- Anticipate Demand & adapt quickly to change to pace of service to ensure minimal delays to guests.
- Communicate delays / issues promptly to Managers when Show Timings may be impacted.
- Interacting with customers & clients in a positive manner at all times, ensuring feedback is sought & Customer complaints are reported & acted upon promptly.

MARINA THEATRE LOWESTOFT

Personal Specification:

Essential	Desirable
Previous Bar Experience. An appreciation of customer expectations and commercial demands. The ability to work well under pressure. A well organised approach to work. Strong Communication and interpersonal skills. Ability to use initiative. Good at applying tact and diplomacy. Team working skills. Good IT skills.	Good numeracy and financial skills. Food Safety Qualifications. Entertainment Hospitality experience. Passion for Live music, Theatre & hospitality.