

WILTSHIRE CREATIVE

JOB DESCRIPTION

JOB TITLE	Casual Bar Staff
RESPONSIBLE TO	Bar and Catering Manager; Assistant Bar and Catering Manager; Duty Manager
MAIN RELATIONSHIPS	Bar and Catering Manager; Assistant Bar and Catering Manager and Duty Manager

Wiltshire Creative is an arts organisation that brings together the energy and ambition of Salisbury Playhouse, Salisbury Arts Centre and Salisbury International Arts Festival.

Bar Staff play a key part supporting the Front of House operation at Salisbury Arts and Salisbury Playhouse.

Working alongside our Bar and Catering Manager and Assistant Bar and Catering Manager you will be part of the enthusiastic team delivering exceptional hospitality at both venues.

Shifts are evenings and weekends on a rota system.

Please note we can only employ staff aged 18 or over due to the nature of the role.

KEY RESPONSIBILITIES:

- **Customer Service**
- **Sales**
- **Housekeeping**
- **Safety & Security**

Customer Service

- To meet, greet, direct and serve customers.
- To ensure the highest levels of customer service in the Bar areas, working with the Front of House Management team to deliver the complete customer experience to visitors.
- To be correctly attired upon on duty.
- To be courteous and professional with colleagues and work to maintain a friendly and professional atmosphere.

Sales

- To maximise sales and efficient selling practices.

Housekeeping

- To ensure overall cleanliness of the bar and service area.
- To remove regularly all empty glasses, bottles, crockery and cutlery from the Front of House service areas if required and ensure Front of House areas are kept clean and tidy.
- To monitor and replenish stock levels, ensuring rotation and to report any low stock items to line management.

- To clean and polish glasses and other utensils in preparation for and at end of service.

Safety & Security

- To ensure you are aware of appropriate licensing regulations (and to enquire if unsure)
- To handle and account for monies and receipts, including cash floats and till reconciliation.
- To ensure the security of stock at all times.
- To follow correct health and safety procedure and report issues to your line manager.

General

- To always act in the best interests of Wiltshire Creative
- To take positive action to promote Equal Opportunities in all aspects of the work of Wiltshire Creative
- To agree to abide by policies as set out in the Staff Handbook
- To be flexible and to undertake any other reasonable duties as requested by Management

CANDIDATE SPECIFICATION

Essential

- A proven commitment to quality customer care with a flair for dealing with the public.
- Ability to work as part of a team.
- Excellent interpersonal and communications skills.
- Understanding of the importance of revenue generation to the business.
- Work evenings and weekends as scheduled.
- Excellent personal hygiene, presentation and time keeping.

Desirable:

- Front of House Bar service experience.
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TERMS AND CONDITIONS

- Hourly Rate: £9.50 per hour (the employee will be paid for the hours worked)
- Hours: As offered on a rota basis.
- Holiday: Paid at 12.07% of hourly rate as accrued on hours worked.
- Sick Pay: Statutory Sick Pay