

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Bar Supervisor	<b>DEPARTMENT:</b>	Catering
<b>REPORTING TO:</b>	Bars Manager	<b>LOCATION:</b>	Chelmsford City Racecourse

### **JOB SUMMARY**

The main purpose of this job is to ensure the customer receives the highest quality of services. To assist the operational running of the bar and ensure that staff are fulfilling their duties to the best of their ability. To provide excellent customer service and maintain high standards of hygiene, health and safety. Ensure high standards and efficiency of work and maintain strict stock and financial control.

### **KEY ACCOUNTABILITIES – THIS LIST IS NOT EXHAUSTIVE**

Supervise the smooth running of the bars

- Ensure bars open on time; that they are clean & ready for business
- Maintain safe running of the bars, and for those standards to be monitored and maintained throughout the shift.
- Ensure excellent service, allocate and support staff throughout the shift to maintain speed of service and cleanliness of bars.
- Keep staff busy and productive at all times, advising the Bar Manager if staff can be reallocated or dismissed.
- Ensure staff meet the standards of the venue, addressing and correcting bad practice where need be.
- Maintain back of house and cellars to a high standard.
- Pre-empt and actively responding to problems that arise and keeping management up to date.
- Ensure all bars close on time, end of day jobs completed to a high standard, all bars areas cleaned, checked and secured in excellent order for the next day's service.
- To actively maintain all areas within your remit, i.e. toilets, entry/exit points, viewing platform.
- To clean and maintain all equipment and notify management of any issues.
- Attend all staff meetings.
- Assist in the training of bar staff and assist in induction days as required.
- Monitor new staff and allocate "shadows" for their first few shifts.
- Conduct staff briefings at the beginning of shift.

Stock & Financial Control

- Provide supervision and assist in the timely and accurate completion of tasks in relation to till and cashing up. Following strict procedures and ensure all staff are following these correctly.
- Report any malfunction or errors on tills immediately to the Bar Manager.
- As directed by the Bar Manager, assist in detailed checks of deliveries for accuracy and quality of product ensuring stock is received and secured in cellars on delivery.
- Ensure stock rotation is applied when storing deliveries and that the correct storage method is applied to each product.
- Monitor display stock levels throughout service and replenished as required.
- Record any wastage.

Health & Safety

- Ensure high standards of health and safety are maintained at all times.
- Complete required cleaning tasks in accordance with the daily and weekly tasks sheet, ensuring the work has been completed to a high standard.
- Ensure the storage and cellar areas are kept in a clean, tidy and safe condition.
- Ensure any faults or problems with equipment are reported.
- Work in a way that minimises risks to the health and safety and security of self and others.
- Ensure all cleaning products and any other substance that could cause a health risk is used according to the data sheet contained within the C.O.S.H.H folder for the venue
- To have a full understanding of the fire evacuation procedure

## **PERSON SPECIFICATION**

### **QUALIFICATIONS**

### **EXPERIENCE/SKILLS**

- Previous experience of bar work essential
- Good knowledge of cocktails and wines – **CLUB RESTAURANT BAR**
- Working knowledge of wines – **FAIRWOOD RESTAURANT BAR**
- Demonstrable experience of delivering excellent customer service
- Good communication skills
- Experience of supervising a team
- Ability to work under pressure
- Excellent customer care skills
- Good time management and ability to prioritise effectively
- Sound working knowledge, interest in and understanding of horse racing and betting industries desirable but not essential
- Able to delegate effectively
- Able to work unsupervised

### **PERSONAL CHARACTERISTICS**

- High standards of honesty and integrity
- Strong personality and able to deal calmly and confidently with a diverse range of customers.
- Hard working and reliable, with a strong work ethic
- Good Personal Hygiene
- Flexible/adaptable and calm under pressure
- Open and receptive to new information, lots of common sense
- Outgoing personality, able to build rapport with others quickly

### **ESSENTIALS**

- Full UK driving license
- Able to work outside normal office hours as required, including some weekends and public holidays

### **TRAINING AND DEVELOPMENT**

Full training will be given to the post holder to help them fulfil their duties. Great Leighs Estates Limited is committed to promoting an environment of training, learning and continuous professional development for all employees. We recognise that this is essential to providing a high quality service which meets the needs and expectations of our clients, stakeholders and staff alike.

<b>HEALTH AND SAFETY</b>
<p>As an employee of Great Leighs Estates Limited, the post holder has a duty under the Health and Safety at Work Act 1974, to:-</p> <ul style="list-style-type: none"> <li>• Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.</li> <li>• Co-operate with their employer to ensure compliance with Health and Safety legislation.</li> </ul>
<b>DATA PROTECTION</b>
<p>The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.</p>

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description.

Name of Post holder .....  
Signature .....  
Date .....