



CHELMSFORD CITY RACECOURSE

JOB DESCRIPTION

JOB TITLE:	Bars Manager	DEPARTMENT:	Catering
REPORTING TO:	Head of Catering Operations	LOCATION:	Chelmsford City Racecourse

JOB SUMMARY

The role of the Bars Manager involves the day to day running of bar operations within a multilevel hospitality grandstand for a wide range of clientele. You will manage all bar staff rotas, stock control and budget analysis.

KEY ACCOUNTABILITIES

- Oversee the service of beverages within the Sports Bar, Fairwood Lounge Bar, Club bar and maintain overall responsibility for beverage service throughout the entire racecourse site.
- Ensuring all bars are cleaned to the highest standard of hygiene and the pumps are regularly maintained.
- Responsible for cellar and pipe hygiene and reporting any faults to beer suppliers, ensuring line cleaning is completed on a weekly basis.
- Ensuring that all tills and necessary bar equipment is in working order and all stock is on EPOS available to bar staff, reporting any faults to the relevant provider and, where appropriate, the racecourse facilities manager.
- Control of all pre-ordered stock and making sure that stock is ordered in good time and available for each of the events.
- Take responsibility for wet stock control, including ordering in good time, acceptance, maintenance of stock levels and stock rotation and the return of wet stock as necessary.
- Control of all pre-ordered stock and ensuring that the stock is available on the various bars.
- Maintain back of house and cellars to a high standard.
- Record wastage and breakages in all bars.
- Devising weekly rotas for bar staff.
- Conduct staff briefings at the beginning of the shift.
- Ensure excellent service, support the bar supervisors throughout the shift to maintain speed of service and cleanliness of bars.
- Responsible for training of the bar staff to provide the highest level of customer service.
- Ensure staff meet the standards of the venue, addressing and correcting bad practice where need be.
- Ensure breaks are organised in accordance with the working time directive and fluctuations in the volume of business.
- Develop and maintain professional relationships with internal and external customers. Dealing with on-the-spot disputes in an appropriate manner.
- Handling guest feedback with confidence to communicate to senior management.
- Ensure cash handling procedures are adhered to and strictly monitored, including preparation and calculation of beverage bills within all departments, and cashing up of tills.

- Ensure security is maintained and events are staffed appropriately and in accordance with licensing laws and racecourse Security Procedures.
- Provide reports to and liaise regularly with the Head of Catering Operations regarding departmental performance and ensure they are informed of any relevant information or issues.
- Liaise with the Head of Catering Operations regarding handovers and organisation of functions.
- Perform a duty manager role while on shift when required, taking sole duty management responsibilities for the racecourse and dealing with any issues that may arise during the shift.
- Assist with service in other areas of the racecourse as required.
- Carry out any other reasonable request asked by the Head of Catering Operations and senior management to assist the business as a whole.

PERSON SPECIFICATION

QUALIFICATIONS

- By experience
- Personal Licence
- WSET (Wine and Spirit Education Trust) (Desired)

EXPERIENCE/SKILLS

- Experience running high end hospitality
- Cocktail making experience
- Extensive wine knowledge for a high-volume branded bar
- High standards of bar management
- Excellent customer service skills
- Ability to work under pressure
- Outstanding attention to detail, encouraging a culture of high standards throughout the team
- Good time management and ability to prioritise effectively
- Able to delegate effectively
- Ability to deliver a warm and charming management style which will engage your guests and your team

PERSONAL CHARACTERISTICS

- Strong leadership skills
- Ability to multitask
- Flexible/adaptable and calm under pressure
- Personable and friendly disposition

ESSENTIALS

- Full UK driving licence
- Able to work outside normal office hours, including some weekends and public holidays
- High level of spoken English

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.

HEALTH AND SAFETY

As an employee of Great Leighs Estates Limited, the post holder has a duty under the Health and Safety at Work Act 1974, to:-

- 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.
- Co-operate with their employer to ensure compliance with Health and Safety legislation.

DATA PROTECTION

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.

COMPANY BENEFITS

- Competitive pay package
- Company pension scheme
- Free eye tests
- Complimentary tickets to events
- Free on-site parking

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

I confirm I have read and understand this Job Description.

Name of Postholder

Signature

Date