

HENLEY FESTIVAL

Job Description

Job Title:	Bar Team Member
Reporting to:	Bars Supervisor
Location:	Henley Festival, Henley Bridge Henley Upon Thames
When :	Wednesday 5th July 2023 to Sunday 9th July 2023

General Purpose of the Job: To provide first class service making our customers feel valued as individuals and maximise all sales opportunities.

KEY RESPONSIBILITIES

To demonstrate commitment by being an active member of the Retail Team

To support other team members to ensure that the Retail Team works effectively to achieve financial targets and to meet or exceed the customers needs

To be friendly, professional and efficient at all times, when dealing with customers

To arrive on time and to be well groomed and in uniform before commencing duties

To dispense drinks and food in accordance with procedure and to keep the bars clean and tidy

To report any equipment/machinery faults or problems to line-manager as soon as possible

To maximise all sales opportunities (by up-selling) and to have a good knowledge of products

To ensure that all statutory procedures relating to licensing laws and weights and measures are adhered to at all times

To follow all hygiene practices, i.e. use an ice scoop, not hands, wash hands regularly, etc.

To follow all company cash, key and credit card procedures

To act as a 'Buddy/Mentor' to assist with other staff

To at all times adhere to safe working practices and actively support both our Health and Safety Policy and our Equal Opportunities Policy

To undertake any other reasonable duties as requested by Senior Management

This Job Description is not an exhaustive list of duties, but acts as a guideline for the post-holder

I understand and agree to the above responsibilities

Signed: _____

Name: _____

Date: _____

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Person Specification Job Title: Bar Team Member

Qualifications

Good Standard of Education

Minimum Age Requirement

Must be Over 18 for this role

Characteristics

Committed to details

Team orientated

Proactive

Work Experience & Skills

Excellent communication skills, both written and verbal

Good Level of English

Knowledge

Has experience in retail or Customer Services

Health/Physical

Well groomed and of smart (or appropriate) appearance

Stamina

Personal Availability

To be able to work the following hours at Henley Festival

For a 90 minute training session on Saturday 17th June 2023. Slots throughout the day.

Wednesday 5 th July 2023	15:00hrs to 00:30hrs
Thursday 6 th July 2023	16:00hrs to 00:30hrs
Friday 7 th July 2023	16:00hrs to 01:30hrs
Saturday 8 th July 2023	16:00hrs to 02:30hrs
Sunday 9 th July 2023	16:00hrs to 00:30hrs