

# HENLEY FESTIVAL

## Job Description

<b>Job Title:</b>	<b>Bar Team Member</b>
<b>Reporting to:</b>	<b>Bars Supervisor</b>
<b>Location:</b>	<b>Henley Festival, Henley Bridge Henley Upon Thames</b>
<b>When :</b>	<b>Wednesday 6<sup>th</sup> July 2022 to Sunday 10<sup>th</sup> July 2022</b>

**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 one hour training session at some stage the week before the Festival – time to be advised

Wednesday 6 <sup>th</sup> July 2022	15:00hrs to 00:30hrs
Thursday 7 <sup>th</sup> July 2022	16:00hrs to 00:30hrs
Friday 8 <sup>th</sup> July 2022	16:00hrs to 01:30hrs
Saturday 9 <sup>th</sup> July 2022	16:00hrs to 02:30hrs
Sunday 10 <sup>th</sup> July 2022	16:00hrs to 00:30hrs