



Job Description

JOB TITLE	Bar/Waitress Staff
SERVICE AREA	The Ashcroft
RESPONSIBLE TO	Facility Manager

SUMMARY OF MAIN DUTIES, RESPONSIBILITIES AND ACCOUNTABILITY:

JOB PURPOSE/ROLE SUMMARY

To provide a high standard of service and presentation to clients and customers at all times.
To undertake all duties concerned with the smooth running of the bar at The Riverside and to work diligently whether self-motivated or directed by the Facility Manager or Shift Supervisor.

MAIN CONTACTS

Facility Manager, Shift Supervisor and Leisure Trust customers.

KEY RESPONSIBILITIES

Report directly to the Facility Manager and work as part of the Trust's customer facing team to lead the Trust forward. The bar staff will be the main point of liaison with customers and will always behave in a courteous and professional manner.

HOURS OF DUTY

Hours to suit the needs of the business but ideally evenings and weekends.

General responsibilities

- Ensure familiarity with event, venue and delivery of service
- Ensure areas are clean and tidy
- Ensure excellent communication with all staff members and management
- To greet and receive clients in your allocated area
- To serve food and drink ordered to clients to a high standard
- Sale of alcohol and beverages.
- Maintenance and cleaning of the bar.
- Cash control and till management.
- Glass collecting.



- Stocking drinks, glasses, snacks.
- Age checks when required (Challenge 21).
- Support with catering e.g. buffet preparation and service.
- Take all relevant steps to minimise risks by ensuring that any real or potential risks are reported to the Facility Manager
- Perform any other duties as reasonably requested.

SUMMARY OF MAIN DUTIES, RESPONSIBILITIES AND ACCOUNTABILITY:
ALL ROSSENDALE LEISURE TRUST EMPLOYEES

- To undertake any training and development as required by Rossendale Leisure Trust Ltd.
- To work five days out of seven, in any one week.
- To work at any of Rossendale Leisure Trust's facilities, as and when required.
- To work outside normal hours of work, as and when required,
- To abide by all Health & Safety legislation and all Policies and Procedures of Rossendale Leisure Trust Ltd.
- To maintain confidentiality and discretion in respect of the Trust's operation of its business affairs.
- To achieve and provide the highest possible standards in customer care.
- To undertake any other duties, which may fall within the nature, scope and skill levels of the post.

MEASUREMENT: Objectives and targets will be agreed and formally reviewed on a regular basis as part of the Trust appraisal process.

CONFIDENTIALITY: All information concerning the company business, employees and customers must be always treated with the strictest confidentiality

NOTE: This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes to the post holder's responsibilities.

EQUALITY ACT 2010: Where appropriate, the duties may be reviewed where an applicant is a disabled person, or an existing employee becomes unable to carry out the full range of duties due to a disability.