

Students' Union – Venues

Title: Bar Staff

Reporting to: Deputy Venues Manager (Food & Beverage), Assistant Venues Managers

Location: 568, Metric, Union Bar, h Bar, Reynolds Bar

Salary: £11.55 inclusive of holiday pay

Summary of post:

- To provide excellent customer service
- To maintain high standards of hygiene and health and safety compliance
- To comply with all stock and financial procedures

Main duties include:

- Taking orders at the bar, accepting payment and create drinks promptly
- Assisting with serving food in relevant venues
- Keeping the bar area tidy, clean and safe at all times
- Assisting with the venue opening and closing procedures
- Answering customer questions and concerns
- Undertaking duties as directed by your manager within the scope of your role

Person Specification:

- Customer focused, constantly striving to offer quality customer service
- Independent, flexible and proactive, being able to work without close supervision
- Ability to work within a team
- Strong numerical and communication skills
- Approachable nature, with the ability to relate to a diverse audience
- Reliable, punctual, flexible and able to work when required
- Willing to be available to work at least on a Wednesday or Friday night when required
- Ability to handle difficult or conflict situations
- Polite, positive and friendly manner
- Willing to perform other tasks as part of the ICU team
- Commitment to the principles and practices of equality and diversity
- Experience of a busy commercial outlet is desirable but not essential

The precise description and nature of your work may be varied with each assignment you may be required to carry out other duties as necessary to meet business needs. You will be informed of these requirements at the start of each assignment by your Manager.