**HOUSE WITHOUT A NAME**

**JOB DESCRIPTION**

**Bar Person/Cellar Person**

**Reporting to the Manager**

**Objective of the role** *To deliver friendly, efficient customer service and to create a warm and welcoming atmosphere to all of our customers, with the key aim of retaining and attracting new customers.*

**You must:**

* have proof of right to work in the UK
* have a UK bank account in your own name
* be able to converse in English
* have a fixed place of residence and live within a reasonable travelling distance of the pub

**Your responsibility**

* To deliver excellent customer service, at all times
* Serve and present beverages, quickly and efficiently, meeting our standards
* Take correct cash from customers and give correct change
* Wash glasses and bar equipment as necessary
* Assist in keeping the bar, front-of-house and toilets clean and tidy, at all times
* Empty external ashtrays and clean tables as necessary
* Keep up to date with current promotions and new products
* Make customers aware of offers on our great drink range and make aware of our food offer
* Speak to customers to ensure that they are satisfied
* Maintain personal knowledge by completing in-house training
* Always adhere to all company policies, procedures and licensing laws
* Be involved and contribute
* Carry out instructions or any other reasonable request given by the management team and owners
* Report any complaints to the management
* Hand in lost property to the management
* Report accidents or damage to the licensee

**The ideal candidate will:**

* Be friendly, smiley, sociable and welcoming to our customers, to promote a friendly atmosphere within the pub
* Remain calm, patient and polite, if receiving customer feedback. We welcome their comments and suggestions
* Be helpful and go out of your way to help our customers
* Be confident and self-motivated
* Demonstrate a passionate commitment to the business
* Welcome and embrace change, with a positive attitude
* Be able to work unsupervised and prioritise duties in a busy environment
* Be honest, reliable, trustworthy and respectful
* Maintain standards of personal cleanliness, dress and appearance
* Maintain excellent time-keeping and attendance
* Be professional at all times
* Always be a good team player
* Build and maintain good relationships with all team members
* Work together with the team to ensure that the pub is the best it can be
* Be willing to take on jobs to balance the team workload
* Be able to communicate well with people of all levels