



Bar Supervisor

1 Job Identification

Job Title:	Bar Supervisor
Responsible to:	Bar Manager
Department(s):	Heritage Support
Location:	Kidderminster and Bridgnorth

2 Job Purpose

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

3 Duties and Responsibilities

- Contribute to the achievement of margins at targeted levels.
- Maintain low wastage levels through good stock management and rotation, active monitoring, recording and training.
- Run bar shifts, assisting and guiding staff to deal with issues and complaints and ensuring customers' experiences exceed expectations.
- Managing till operation and cash up.
- Supporting the Bar Manager with Banking responsibility
- Manage the cellar and stock storage areas, changing barrels as required and ensuring they are secure, neat and clean at all times.
- Stocktake as per company requirements
- To support Bar Managers in planning rotas that will ensure high service levels are maintained whilst controlling costs
- Lead and manage the bar staff on a daily basis, communicating daily targets and taking responsibility for maintaining high standards of quality, health and hygiene.
- Foster an environment where improvements to products, processes and service are welcomed and encouraged.
- Conduct briefings and training to ensure that staff have strong product knowledge and are able to up sell and deliver service to the standards required.
- Monitor, review and feedback on individuals' performance, set and review objectives in line with expectations
- Operate safe practices, act as a role model and provide guidance to staff to ensure that their

4 Key Accountabilities

- To deliver excellent customer service to our customers at all times.
- Accurate and controlled stock maintenance.
- Minimise risks to costs.
- Deliver consistent high standards throughout operation.
- Be self-motivated.
- Work as part of a team to achieve positive end results with common goal.

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Bar Supervisor

<p>safety and that of members and guests is protected.</p> <ul style="list-style-type: none"> To support colleagues at peak times and to undertake any operational duty which might be reasonably required, to ensure customer expectations are met. To undertake any other duties as requested by the Bar and Senior Management team, in accordance with the scope and responsibilities of the role. Cover for Bar Manager as required. Always adhere to all company policies and procedures and licensing laws. 	
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5 Key Interfaces

<ul style="list-style-type: none"> Heritage Support manager. Bar Manager. Team members 	<ul style="list-style-type: none"> Station Staff. Customers.
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6 Skills

<ul style="list-style-type: none"> Good communication skills /team player. Confident, articulate. Ability to adapt to changing environment. 	<ul style="list-style-type: none"> Willingness to learn and self-develop. Co-operative and willing to get the job done.
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7 Qualifications

<ul style="list-style-type: none"> Experience of bar work would be beneficial. Experience in face to face Customer Service. 	<ul style="list-style-type: none"> Computer competency.
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Relevance (Documents to which this form refers)

OFF-PROC-402 Recruitment and Selection – Policy and Process

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