



## **Job description Bar Staff**

Part-time/shift-based

Pay: £11.20ph – rising to £11.95p/h from April 2023

Reporting to: FOH Manager

Responsible for: bar service delivery in the Library Bar

### About the Library Bar

The Library Bar is our event bar /café space – open whenever we have a live event or private hire. Our weekday curfew is 11pm; we have a weekend late licence with late openings to 1am on Fridays and Saturdays where required.

The Library Bar offers a wide selection of drinks (beers, wines, spirits, soft drinks), a selection of coffees and teas and a simple menu of bar snacks. We support local small businesses by buying from East London-based companies where possible – current suppliers include Signature Brew, Dalston Colas and Pirates Grog Rum.

The primary responsibility of the Library Bar is to serve both theatre and non-theatre visitors. The seating capacity is approximately 40. On performance nights, up to 200 visitors may be served before, during and after shows in the bar. Special events such as conferences, parties, wedding receptions and other private hires are also catered for.

The Library Bar is an essential part of the Chats Palace experience and represents one of our key income generators.

Bar Staff work closely with our Front of House team and FOH Manager, ensuring that we all work well together in offering excellent customer service and supporting each other's functions.

Chats Palace is proud to be an accredited London Living Wage Employer.

### Key responsibilities and tasks

#### *Bar Service*

- ensure that excellent customer service is delivered at all times
- set a good example for with regard to punctuality, attendance, attitude and hygiene and ensure that high standards are maintained at all times
- ensure that you are fully briefed about menus, offers and other venue details
- promote and practise relevant health and safety and fire safety standards
- ensure all relevant legislation (licensing etc.) is adhered to
- maintain and ensure adherence to effective security procedures, including opening and closing procedures
- ensure that accurate cashing -up and cleaning procedures are carried at end of night
- ensure that cleaning routines are carried out to expected standards

### *Stock Control*

- maintain an overview of stock and manage physical stock control during shifts
- ensuring full availability of all menu items
- ensure that all services and items are being charged for correctly
- ensure all deliveries are received and confirmed correctly and that all relevant delivery notes/ invoices are correct
- maintain effective stock control, storage, rotation and inventories to minimize wastage
- inform the FOH Manager of any stock shortages so that replacement items may be ordered

### *Finances*

Ensure that -

- all cash/financial procedures are carried out correctly and fully and that the FOH Manager receives all reports promptly and to the required standards
- all cash and stock are kept safely whilst on the premises
- tills and pdq machines are operated correctly
- cash takings are accurately recorded and reconciled

### *Staffing*

- ensure that all policies and procedures are followed correctly and fully at all times
- regularly liaise with the FOH team to ensure seamless cooperation between both teams in delivering excellent service to all visitors

### Person Specification

#### *Experience*

- good experience (2 years+) in food and beverage management, preferably in London;
- experience of working in a multi-faceted venue desirable
- experience of
  - managing cash and stock
  - working as part of a team

#### *Knowledge*

- of food preparation
- of Health & safety, food hygiene, licensing laws and cash handling
- understanding of the performing arts and the nature and demands of operating within an arts/events venue
- competent IT, numeracy and literacy skills

#### *Ability and Aptitude*

- Excellent customer focus
- Solutions-focused
- Confident communicator, able to remain calm under pressure
- Self-motivated
- Willing to take on jobs to balance the team workload

- Able to
  - work independently and know when to escalate issues
  - identify when objectives are not going to be delivered and take action to ensure that targets are met
  - spot issues and opportunities quickly and to embrace change

#### *Other*

- basic Food & Hygiene Level 2 certificate
- work within all Chats Palace policies, procedures and budgets, in particular health and safety, equal opportunities, confidentiality and data protection
- be informed about, promote and support all of Chats Palace work
- be proactive about own training and personal development
- participate in staff meetings and training as and when required
- carry out any other duties as are within the scope, spirit and purpose of the post as requested by your line manager.

#### Terms and Conditions

Start: ASAP

Probation period: N/A

Contract: Shift based (Zero Hours Contract)

Salary: £11.95 p/hr from April 2023

If you wish to apply for this post please send you CV and brief covering letter to [info@chatspalace.com](mailto:info@chatspalace.com) . Interviews will be held on a rolling basis.