



## **JOB DESCRIPTION**

<b>Job Title:</b>	Casual Bar Tender
<b>Responsible to:</b>	Food and Beverage Manager
<b>Responsible for:</b>	N/A

### **About the Roundhouse:**

The Roundhouse's purpose is to enable young people to realise their creative potential and to offer audiences, of all ages, new and extraordinary experiences in live music, theatre, dance, circus, spoken word and new media.

### **The Roundhouse's Vision:**

Our vision is to be a hub of outstanding performance and learning powered by great artists and young people.

## **MAIN PURPOSE OF POSITION**

The main objective of the post is to offer our internal and external customers the highest possible service. We achieve this by serving well-made and presented products, quickly and in a professional manner.

## **MAIN DUTIES AND RESPONSIBILITIES**

- To be familiar with your area of work, the equipment and the stock.
- To be aware of the other offers/facilities in the venue such as food, locations of toilets, smoking areas, cloakroom, merchandise position etc.
- To be completely customer focused, polite and well presented.
- To serve the customers quickly and efficiently.
- To be extremely vigilant when handling cash, ensuring the correct charges are applied, cash taken, change given and entered into the till system.
- To be very careful when handling stock, ensuring no losses or theft in your area of work or during transit to/from stores.
- To ensure all bar and floor areas (including public areas) are clean and well presented.
- To be thoroughly aware of all risk assessments and any other Health & Safety information pertaining to your area of work.
- To comply with all licensing regulations set out in the Licensing Act 2003, specifically in relation to the supply of alcohol.

## **General**

- To promote and comply with current legislation and the Roundhouses policies on Disability, Diversity and Health & Safety both in the delivery of services and the treatment of others.

- To be responsible for identifying and undertaking training and personal development to meet business needs.
- To fulfill, on occasions, other reasonable duties which may be required to be undertaken in other departments of the Roundhouse, in order to meet business and customer needs.
- To undertake any other reasonable duties, commensurate with the level of the post so as to ensure the smooth running of the Roundhouse.

## **REVIEW ARRANGEMENTS**

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. Consequently, this information will be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes

## **PERSON SPECIFICATION**

### **Essential**

- To be 18 years of age or over
- An outgoing personality
- A good understanding of great customer service
- The ability to work very quickly but calmly and accurately under pressure
- Excellent references
- Proven trustworthiness

### **Desirable**

- Experience of bars and restaurant service work
- Experience of high volume service
- Experience in a mixed music/arts environment
- To be a Personal License holder

### **Conditions**

Contract	Casual – Your contract for services automatically terminates whenever the function/event/shift may end.
Hours	Working hours will be on an ‘ad hoc’ and casual basis
Annual Leave	Holiday entitlement is calculated at 28 days pro-rata per annum in line with the Working Time Directive.