

## **JOB DESCRIPTION**

<b>Job Title:</b>	Bar Assistant
<b>Reporting to:</b>	Stratford East Trading (SET) Manager
<b>Key Working Relationships:</b>	Assistant Bar Manager, Duty Managers, Bar Supervisors

## **MAIN PURPOSE OF THE POST**

This is a casual position working for Stratford East (Trading) in Stratford East's bar. You will ensure the Theatre continues to provide a high level of customer satisfaction to theatre-goers and the general public - maintaining the famous warm and friendly atmosphere in our bar, and ensuring a high level of customer service.

## **PRINCIPAL DUTIES AND RESPONSIBILITIES**

### **Customer Service and welcome**

- Be customer focused, welcoming, committed and diligent

- Maintain knowledge of the bar's services, such as the drinks menu and additional services (e.g. interval drinks ordering)
- Be pro-active in bar sales to ensure maximum profitability
- Work with other staff to ensure consistency of service
- Work with the Catering provider to ensure consistent and seamless service, and ensure bar you understand the catering provision
- Ensure tables are cleared in a smooth, calm and friendly fashion
- Ensure drinks are served good time and be aware and prepared for peak service times
- Assist with internal and external events
- Deal professionally with complaints and report any incidents to the SET Manager, Theatre Operations Manager, or Operations Manager

### **Finance and Stock**

- Correctly operate the Bar's cash register and EPOS systems
- Adhere to stock control procedures

### **Maintenance**

- Ensure that a good standard of cleanliness is maintained throughout the bar area
- Ensure any maintenance issues are reported to the Bar Manager

## Other

- Take part in training sessions, as required
- Advocate for TRSE, its mission, aims and activity.
- Act as a public face for TRSE; acting professionally and responsibly without bringing the TRSE name into disrepute.
- Remain familiar with the TRSE's programme and other facilities, in order to converse with customers in an informed and confident manner.
- To be familiar with and abide by all TRSE Company Policies including, but not limited to, our Equal Opportunities Policy, Dignity at Work Policy and Health and Safety Policy
- Other tasks as required, commensurate with the overall purpose of the post.

## PERSON SPECIFICATION

	Essential	Desirable
<b>Experience and Knowledge</b>		
Experience of customer service delivery	X	
Experience of working in a bar	X	
Experience of cash handling	X	
A good knowledge of the local area and an understanding of Stratford East's audiences		X
<b>Skills</b>		

Good communication skills	X	
Strong numeracy skills	X	
<b>Personal Attributes</b>		
Ability to work effectively under pressure and remain calm at all times	X	
Able to work flexible shifts, including weekday daytimes, weekends and evenings on a consistent reliable basis	X	
Able to work pro-actively in a warm, friendly and enthusiastic manner with a wide range of people	X	
A keen interest in theatre	X	

## INFORMATION

TRSE is committed to a policy of equal opportunities embracing diversity in all areas of activity and positively welcomes applications from disabled people and people of all ethnicities.

**Contract type:** Casual

**Salary:** £11.95 per hour

**Hours of Work:** Shifts may be Monday to Sunday, with both day and evening shifts available

**Other:** The post holder must be over 18 years of age (due to licencing regulations)

## **HOW TO APPLY**

To apply, please upload and submit your CV and cover letter, stating why you are suitable for the role, here <https://hr.breathehr.com/v/bar-staff-34694>

This post is being advertised on a rolling basis. If your application is successful, we will contact you to arrange an interview at a time that is convenient and suitable for both parties.

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