

THE COURTYARD FOOD & DRINK (TRADING COMPANY LTD)

JOB DESCRIPTION

Post Title:	Bar & Catering Assistant	Department:	Courtyard Food & Drink (Trading Co)
Post Reference:	CYT100/007	Grade/Salary:	Over 23s National Living Wage Under 23s Applicable National Minimum Wage
Hours per Week:	Casual, as-and-when required	Based at:	The Courtyard, Edgar Street, Hereford, HR4 9JR (but the post holder may be relocated in the interests of the efficiency and effectiveness of the organisation)
Responsible to:	Bar Manager Bar Team Leader	Responsible for:	

Financial Responsibilities	To assist in maximising sales within The Courtyard Food and Drink operations in order to achieve the financial targets in the Operational Plan.
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Purpose of the Post

To assist in the preparation of the bar and catering facilities as directed for the day-to-day effective functioning of the catering operation at The Courtyard and all activities therein as directed. This primarily comprises The Courtyard Café Bar and The Courtyard Chase Lounge.

To serve customers and ensure that the highest standards of customer care are observed.

To ensure that hygiene regulations and licensing laws are complied with.

1. Duties & Responsibilities

- 1.1 To prepare the work area and equipment for service.
- 1.2 To ensure compliance with Licensing laws and Weights and Measures Regulations.
- 1.3 To replenish stocks in the bar as directed.
- 1.4 To maintain excellent levels of personal hygiene that are required working in a food handling environment, including ensuring that your uniform is always clean and ironed.
- 1.5 To serve and maintain excellent relationships with customers. This will include the preparing of drinks, taking of orders, serving of food and dealing with any other customer requirements.
- 1.6 To process all orders, sales and payments accurately and efficiently using the bar EPOS system and in accordance with company policy.
- 1.7 To work methodically and ensure work areas are kept clean and tidy.
- 1.8 To ensure that all internal and external public areas are at all times maintained to the highest standards ensuring that tables, bar and other surfaces are cleared and cleaned and ashtrays emptied.
- 1.9 To wash all glassware and crockery appropriately.
- 1.10 To clean all equipment at the appropriate times as directed.

- 1.11 To be familiar with the correct operation of all equipment.
- 1.12 To dispose of rubbish correctly.
- 1.13 To maintain and look after supplied uniform and other company property, adhering to the uniform policy.
- 1.14 To assist other members of the team as appropriate to ensure the smooth running of the operation.
- 1.15 To inform the Bar Manager or their duty deputy of all customer complaints and bring to their attention any disturbance as soon as possible.
- 1.16 To proactively promote the products on sale in the cafe bar and up sell to customers at all appropriate opportunities.

2. Stock Control

- 2.1 To ensure that any wastage is recorded as directed and the Bar Manager or their duty deputy is informed.
- 2.2 To ensure that Weights and Measures Regulations are adhered to at all times.

3. Miscellaneous

- 3.1 To be familiar and comply with all policies contained within the Staff Handbook and all other relevant policies and procedures, in particular ensuring that all statutory obligations are complied with, especially in relation to the Licensing Laws, Food Safety Act and Food Hygiene.
- 3.2 To raise the profile and promote the image of The Courtyard.
- 3.3 To be flexible and adaptable, and to perform any other duties within the organisation that from time to time may be required.
- 3.4 The post holder's duties must at all times be carried out in compliance with The Courtyard's Equal Opportunities Policy ensuring equality of opportunity is afforded to all persons both internal and external to The Courtyard, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour.

4. Special Conditions

- 4.1 The post holder must be at least 18 years old as this position requires them to authorise and serve alcohol.
 - 4.2 The post holder will be required to work unsocial hours including evenings, Saturdays, Sundays and bank holidays, as the requirements of the job demand.
 - 4.3 This post is casual and will mean that you will only be asked to work on an as-and-when-required basis.
 - 4.4 This post does not qualify for overtime payments or enhancements.
 - 4.5 A uniform will be required to be worn in accordance with The Courtyard Food & Drink policy.
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