



## Bar/Restaurant Description

### Reports to

Owners/Pub Manager

### Job Objective

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

### Essential requirements

You must:

- have proof of right to work in the UK
- be able to converse in English
- have a fixed place of residence and live within a reasonable travelling distance of the workplace

### Main responsibilities

- Deliver excellent customer service at all times
- Serve and present beverages, quickly and efficiently, meeting our high standards
- Assist in keeping the bar, front-of-house and toilets clean and tidy, at all times
- Keep up to date with current promotions and new products
- Make customers aware of offers on our great food and drink range
- Speak to customers to ensure that they are satisfied with their meals
- Maintain personal knowledge by completing in-house training and workbooks
- Always adhere to all company policies and procedures and licensing laws
- Be involved and contribute at team meetings
- Carry out instructions given by the management team and head office