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| Role Profile  Bartender (Food & Beverage) | | | |  | | |
| Role Title : |  | Bartender | | | |
|  |  |  | | | |
| Post Number : |  |  | | | |
|  |  |  | | | |
| Role Family : |  | Food & Beverage | | | |
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| Hours of Work: |  | Zero Hour Contract | | | |
|  |  |  | | | |
| Salary: |  | Real Living wage | | | |
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| WMC is a home for the arts in Wales, and a cauldron of creativity for the nation. We fire imaginations by curating world-class, critically-acclaimed touring productions, from musical theatre and comedy to dance, cabaret and an international festival. We kindle emerging talents with fresh, provocative and popular pieces of our own, rooted in Welsh culture. And we ignite a passion for the arts in young people with life-changing learning experiences and chances to shine in the spotlight.  **We are Wales Millennium Centre. Fire for the imagination** | | | | | |
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| Primary Purpose **:** |  | As a bartender you will be responsible for providing an efficient, knowledgeable and friendly service in all of the Centres’ bars. This includes the theatre bars, ffresh bars, patio bars and any other bar serving areas. You may be required to work across any area of the food and beverage department as and when need. | | | |
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| Generic  Accountabilities :  *(broad parameters / stretch of role and not an exhaustive list of duties / responsibilities)* |  | |  |  |  | | --- | --- | --- | | 1. |  | Guest excellence   * To assist the team in the delivery of customer needs in line with the nature of the business outlined in the Standard Operating Procedures * To offer an enthusiastic and high energy guest experience * Possess excellent communication skills * Greeting all guests and learning their preferences and be competent to make recommendations * Adhere to the ‘Guest Journey’ model established and set by the department | |  |  |  | | 2. |  | Operational   * To report punctually for duty with a clean and tidy appearance * To ensure that confidentiality is maintained * Report any maintenance issues and hazards to the on-Duty Manager immediately * Demonstrate the ability to take ownership of situations * Prepare alcoholic and non-alcoholic beverages * Know or show willingness to learn how to mix ingredients to prepare cocktails * Handling of cash, credit/debit card transactions, ensuring charges are accurate and balance | |  |  |  | | 3. |  | Safety and Compliance   * To have responsibility for Health and Safety of self and others. * Adhere to the Centre’s regulations in relation to Health and Safety at Work, Food Safety; Fire Regulations; Licensing Law and Sales of Good Trading Standards * Maintain a clean work and dining area | |  |  |  | | 4. |  | Undertake any other duties as required | | | | |
|  |  |  | | | |
| Specialist  Accountabilities**:**  *(broad parameters / stretch of role and not an exhaustive list of duties / responsibilities)* |  | |  |  |  | | --- | --- | --- | | 1. |  | Product knowledge   * Maximise sales opportunities by suggestive selling and upselling where possible * Assist guests where applicable in food and beverage selection and have a full knowledge of all products available within the Centre * To understand the Centre’s policy in respect of the use of Welsh produce and to consistently employ this policy * Eye for detail and understanding of drink mixing tools and techniques is desirable | |  |  |  | | 2. |  | Guest Experience   * Perform tasks as directed by your Supervisor or Manager * To ensure customers in all areas of operation are dealt with in a courteous and efficient manner * To ensure all commercial delivery areas that you work in look attractive and have high levels of cleanliness and presentation * Acknowledge and act upon individual guest needs whilst observing standards aligned to the Food and Beverage Standard Operating Procedures, taking full ownership of the events and shifts allocated | |  |  |  | | 3. |  | Systems   * To ensure customer signatures are sought and acquired when necessary * To be responsible for the departmental keys and cash control within your areas ensuring that cash handling complies with the Centre’s cash handling procedures * Basic maths and computer skills * To be committed to the Centre’s values and to demonstrate them and to act as a role model for the Centre at all times | | | | |
|  |  |  | | | |
| Areas of Responsibility: |  | *As above any further responsibilities as directed by Line Management* | | | |
|  |  |  | | | |
| Success Measures : |  | * *Success against PDR and annual objectives* * *Staff / Customer Satisfaction and Feedback* * *Internal Feedback Mechanisms* * *Others determined by F&B management on rolling incentive basis* | | | |
|  |  | **This role profile sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.** | | | |

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| What We Are Looking For…  Bartender |  |
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When preparing your written application you will need to provide evidence for the following essential and desirable competencies. In considering each, please use an example of where you have done this previously, either in a work or other situation.

A. Responsibility

Please refer to how you meet these essential requirements in your application.

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| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Experience in a customer facing role | x |  |
| 2. | Handling and taking ownership of problems | x |  |
| 3. | A commitment to learn Welsh Language if not already spoken |  | x |

B. Knowledge

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Bar or Hospitality industry skills | x |  |
| 2. | Keen interest in food with good knowledge of the local marketplace | x |  |
| 3. | An understanding of Food Safety |  | x |

C. Values

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Ambition to progress in the hospitality industry | x |  |
| 2. | Ability to work as a team player | x |  |
| 3. | Confident to suggest innovative ideas to improve customer experience | x |  |

D. Communication

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Confident in dealing with customers at all levels | x |  |
| 2. | Concise and effective verbal skills | x |  |
| 3. | Ability to influence superiors |  | x |

E. Environment

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Attention to detail | x |  |
| 2. | Responsibility taken for own actions | x |  |

F. Welsh Language

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | The ability to speak Welsh |  | x |
| 2. | The ability to listen and understand conversations in Welsh |  | x |
| 3. | The ability to write in Welsh |  | x |
| 4. | The ability to read Welsh language material |  | x |