

# ROLE PROFILING



<b>Role Title:</b>	Bartender
<b>Reporting To:</b>	Food & Beverage Manager
<b>Role Purpose:</b> <i>Why the role exists and its contribution</i>	<ul style="list-style-type: none"> <li>• To provide an efficient bar service for the client and customers.</li> <li>• To promote a friendly and professional atmosphere.</li> <li>• To work with the Food &amp; Beverage Manager to help and drive the business forward.</li> <li>• To ensure expectations of customers and the Food &amp; Beverage Manager are met.</li> </ul>

## Role Specification

*What the role holder needs to do to achieve the role purpose*

Key Responsibilities	Key Elements	% of Time
1.	<ul style="list-style-type: none"> <li>• To ensure the security of all areas and contents and to prevent the abuse and/or destruction of property.</li> <li>• To liaise with the manager to maintain correct procedures of stock, liquor, chemicals and disposables.</li> <li>• To report any customer complaints and compliments to the Food &amp; Beverage Manager.</li> <li>• To report any incident or accident, fire, loss, theft, damage or other irregularities to Food &amp; Beverage Manager.</li> <li>• To conform to the required dress code in line with the duties undertaken in the bars</li> <li>• To ensure bar service standards are met and maintained to requirements.</li> <li>• To carry out the duties as set out by the Food &amp; Beverage Manager ensuring all bar services are met to the appropriate standards.</li> <li>• Advise of equipment and premises refurbishment.</li> <li>• To make sure communications are smooth at all times.</li> <li>• To assist the Food &amp; Beverage Manager with any promotions where necessary.</li> <li>• To ensure that all front of house areas are clean and in a tidy state at all times</li> <li>• To report on any cash purchases or cash discrepancies.</li> <li>• Any reasonable Management request.</li> </ul>	

<b>2. Health &amp; Safety</b>	<ul style="list-style-type: none"><li>• To take a direct interest in the health and safety of yourself, your subordinates and others who may be affected by your work activities.</li></ul>	
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The key decision making areas in the role
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The numerical measures in the role (if applicable)	
Financial	Non-financial
•	•

## Competencies

*The competency levels that need to be consistently displayed by the role holder to achieve the role responsibilities*

Core Competencies	Level
• Communicating Effectively	1
• Continuous Improvement (Challenging to do better)	1
• Internal & External Customer Focus	1
• Planning and Organising	1
• Working with Others	1

Management Competencies	Level
• Thinking & Acting Strategically	n/a
• Innovation	n/a
• Celebrating Success	n/a
• Leads & develops others	n/a

# Progression in Role

*How the role develops from Entry level to Advanced level*

**Starting - the required role related knowledge, skills, qualifications and experience at selection**

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**What is the initial induction/training required to become Proficient in the role?**

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**Proficient - how would this be displayed in the role?**

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<b>Advancing - what characteristics will the Advancing role holder display?</b>			
•			
<i>Where would you expect to see 'outstanding' regularly displayed at this level, or has a competency level increased or another competency been introduced?</i>			
•		•	
•		•	

<b>Advanced - what characteristics will the Advanced role holder display?</b>			
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<i>Where would you expect to see 'outstanding' regularly displayed at this level, or has a competency level increased or another competency been introduced?</i>			
•		•	
•		•	