Greenwich Students' Union

Job Description

Lower Deck Bar Staff

Responsible to: Junior Assistant Venue Manager, reporting to the on duty Manager.

Salary: £8.21 per hour, plus 12.07% holiday pay to be paid fortnightly.

Hours of work: Up to 20 hours a week.

Place of work: Lower Deck, 30 Park Row Greenwich, Dreadnought SE10 9LS

The Lower Deck aims to be the best student bar in Greenwich.

We offer high quality and great value food, drinks and entertainment in a unique basement venue in the Dreadnought building on the University of Greenwich campus.

A vessel's lower deck was sometimes where sailors would live, eat, drink, and have a good time on their voyages across the sea.

Bar Staff description

We a looking for enthusiastic people to become part of the Lower Deck team. As a member of bar staff you will strive to be, empowering, courageous, dedicated, trusted and approachable in all that you do. You will have excellent knowledge of our menu's and be able to make recommendations to customers so that they have a great experience when attending the Lower Deck.

Responsibilities

Service and Customer care

- Restock liquor, mixers and garnishes behind the bar
- Perform bussing responsibilities including keeping bar top clean and tidy
- To prepare alcoholic, non-alcoholic and hot beverages for customers, including our range of cocktails.
- Serve all beverages in correct vessels.
- To serve food, take orders and clear and clean tables in a timely manner.
- Wash and polish glass ware and ensure that glass ware is always suitable for use.
- Have a great knowledge of the venues offer and be able to communicate this to customers.
- To manage customer expectations and provide excellent customer service at all times.
- Be willing to learn and develop

Cleanliness and Environment

- Ensure the venue is always kept clean and tidy, including back of house and storage areas.
- To attend all mandatory training and meetings when required, and take ownership of role.

- Report any maintenance issues to supervisor in a timely manner.
- Adhere to GSU's Health and Safety policy regulated by the Health and safety at work act 1974.
- Dispose of all rubbish and food waste in correct manner.
- Adhere to basic food hygiene regulations, complete and pass training in food allergens.
- To maintain a high standard of personal presentation and hygiene, appropriate to a food & beverage business; to wear the uniform provided at all times when working, but not when off-duty.

Stock Control

- Ensure bar is always fully stocked, and stock rotation completed and out of date stock recorded and wasted.
- Control product wastage and ensure all wastage is recorded in correct manner.

Cash Handling

- Follow GSU's cash handling policy at all times, ensuring safe management of all monies.
- Ensure correct products are served and charged for at all times.

Policy

- Adhere to licensing law at all times, including service times, the refusal of service to those who are intoxicated and to those who are under 18.
- To act in line with and meet GSU's values.
- To demonstrate appropriate levels of conduct and behaviour on Union premises or at Union events whilst not on duty.
- You are required to give availability for either a Wednesday night or a Friday night each week.

Qualifications	Essential	Desirable
Good General Education	X	
Experience		
Previous experience in a customer service environment	X	
Previous experience in a bar/catering environment		X
Previous experience of cash/stock handling	X	
Experience of making Cocktails		X
Knowledge		
Equal Opportunities		X
Health, Safety & Hygiene law		X
Aptitudes, abilities and personal attributes		
Calmness, ability to act logically under pressure	X	
Excellent customer service skills	X	
Good verbal and written communications skills	X	
Honesty	X	
Ability and willingness to work unsocial hours	X	
Ability and willingness work as part of a team	X	
Ability to act under own initiative	X	
Reliable and Trustworthy	X	
Punctuality	X	
Interest in the wider events and activities of GSU.	X	