



Job Description

Job Title:	Bar Assistant
Accountable To:	Bar Supervisor
Location:	Moddershall Oaks Country Spa Retreat

Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

'Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be'.

Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**
We are focussed on personal and business success
- We are **Caring**
We genuinely care about our guests and our colleagues
- We are **Creative**
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**
We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

Job Purpose

To deliver an exceptional bar service for Moddershall Oaks guests. Ensuring complete guest satisfaction by maintaining an exceptional standard of delivery and professionalism.





Principal Accountabilities

1. Prepare the bar for service and ensure stock levels are maintained throughout, using initiative to pre-empt when levels will run low.
2. Deliver an excellent bar service, operating to the highest standards to ensure efficiency and excellent customer service at all times.
3. Demonstrate excellent knowledge of the drinks we offer.
4. Mix ingredients to prepare cocktails and other drinks for guests and wash equipment between each use.
5. Pour all drinks to the recommended legal standard (correct measure) in the appropriate glassware.
6. Check identification of customers to make sure they meet age requirements for purchase of alcohol.
7. Ensure that all areas of the bar are kept clean and tidy at all times, by being proactive in your approach.
8. Provide an exceptional guest experience by ensuring each guest feels welcomed, valued and special.
9. Use initiative to continuously drive the bar service forward, maximise sales and generate revenue.
10. Ensure security, and proper handling of cash, other payments and stock so that everything is properly accounted for and stock is always within expiry date.
11. Monitor, anticipate and react to customer needs consistently to ensure maximum satisfaction and take prompt action to resolve any complaints according to company policy.
12. Comply with all statutory and legal requirements, including fire, health and safety, licensing and employment.
13. Assist with cellar management and ensure highest standards of hygiene at all times.

General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description.
- Always seek to continuously improve.
- Participate in internal/external meetings and training as required.
- Positively participate in one to ones and appraisal.
- Ensure that all relevant policies, procedures and working practices are always adhered to.
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives.
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business.
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate.
- Undertake any other duties that may be required from time to time.



Person Specification

Job Title: Bar Assistant		
Criteria	Essential or Desirable	Method of Identification
Qualifications		
Level 2 food safety and hygiene qualification	Essential	Application
Allergen awareness qualification	Essential	Application
First aid certificate	Desirable	Application
Cocktail making experience or mixologist qualification	Desirable	Application
Proven Experience		
Minimum 1 years' experience working as a bartender in a busy environment	Desirable	Application
Experience of providing a high standard of service to guests, in a hospitality setting	Desirable	Application/Interview
Knowledge, Skills and Abilities		
Outstanding customer service skills	Essential	Interview
Knowledge of health and safety requirements	Desirable	Interview
Excellent attention to detail	Essential	Interview
Good verbal communication skills	Essential	Interview
Able to work on own initiative and under pressure	Essential	Interview
Displays a caring and welcoming approach	Essential	Interview
Enthusiasm and good work ethic – able to produce drinks with flair	Essential	Interview
Willing to go the extra mile to make Moddershall Oaks a special place to be for guests	Essential	Interview





Other Attributes		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Able to work late nights, weekends and bank holidays	Essential	Application/Interview
Able to organise own transport to and from work	Essential	Application/Interview

NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name: _____

Signed: _____

Date: _____

