JOB DESCRIPTION
BAR ATTENDANT

REPORTS TO:                    UniBar Manager, Assistant Manager and Supervisor

SUBORDINATE POSITIONS:         Nil

INDUSTRIAL INSTRUMENT:         Pulse Hospitality Operations Agreement 2016

SECTION:

JOB SUMMARY

To be responsible for the operation of the UniBar consistent with Pulse policies and the objectives outlined in the UniBar business plan.

CUSTOMER SERVICE:

1. To develop enthusiastically satisfied customers all of the time
2. To provide a high level of customer service in a multi-cultural environment.
3. To actively promote events and promotions to customers daily.
4. To discover customer needs and appropriately suggest product with every customer to enhance service and meet sales goals.
5. Implement RSA guidelines at all times.

FINANCIAL CONTROL:

6. To contribute to store profitability
7. To follow cash handling procedures as per Pulse policy.
8. Ensure correct usage of POS system and charge appropriately for all products sold.
9. Ensure stock rotation procedure is followed at all times.
10. Ensure portion sizes and measures are followed routinely.

PEOPLE AND CULTURE:

11. To take responsibility for learning all aspects of the position
12. To be responsible for self-initiated learning
13. To learn and demonstrate all performance standards listed
14. To ensure all procedures are followed as per training
15. Contribute positively in Unit meetings
16. Actively seek to achieve goals as set out in annual learning and development plans

17. To embrace UniCentre’s cultural of continual improvement through encouragement, innovation, training, assessment and generation of ‘Opportunity for Improvement’ (OFI) suggestions where appropriate and in line with UniCentre’s Quality Assurance Process.

BUSINESS PROCESS AND INNOVATION:

18. To provide quality food and beverage consistently for all customers

19. Maintaining a high standard of food and beverage production and presentation meeting all legislative Food Safety standards including HCCAP guidelines as well as local council requirements

20. To perform cleaning tasks in accordance with the duty rosters and cleaning standards

OTHER:

21. Other duties as directed as required

WORK HEALTH AND SAFETY:

1. Maintain a clean and safe work environment while complying with all Pulse safety policies and procedures.

2. Work within guidelines as detailed in the relevant Standard Work Method Statements (SWMS).

3. Report all workplace accidents and hazards to your supervisor. Implement immediate action for identified hazards if able to do so safely.

4. Participate in workplace consultative meetings as required and recommend improvements to relevant Standard Work Method Statements.

5. Ensure that all tasks are conducted in a manner consistent with the Standard Work Method Statements.

Signed: ___________________________ Date: ____________

Employee

Signed: ___________________________ Date: ____________

Manager
PERSON SPECIFICATION

Knowledge and Skills

Essential

• Demonstrated knowledge of food and beverage items consistent with a bar environment.
• Knowledge of, and previous use of, point of sale systems.
• Knowledge of WHS and food safety standards.
• Knowledge of modern customer service standards appropriate to a mainly youth audience.

Desirable

• Interest in current live music scene in relation to the student market.

Education and Experience

Essential

• Responsible service of Alcohol.
• At least 1 year experience in a high volume bar operation.

Personal Attributes

Essential

• Excellent verbal communication skills with the ability to deal with a diverse range of customers and team members.
• Ability to handle high volumes while working efficiently and in a calm and measured manner.
• Ability to react to unexpected operational issues.
• The ability to contribute positively in a team environment.
• High level of personal presentation and the ability to deliver exceptional customer service.
• Ability to maintain a calm & courteous manner in a multi-cultural environment.

Special Job Requirements

Essential

• Ability to work a flexible roster including nights and occasional weekends when required.