

JOB DESCRIPTION

POST:	CASUAL BAR and WAITING STAFF
RESPONSIBLE TO:	The Bars & Catering Manager
HOURS OF WORK:	As and when required
LOCATION:	The Opera House or any external event
PURPOSE OF JOB	To undertake the serving of drinks from the bar. To wait tables and to assist at hospitality events and deal with associated cleaning.

Key tasks

- 1 To serve drinks from the bar efficiently and deal with food orders methodically and knowledgeably
- 2 To assist in maintaining a stock rotation system including regular stock monitoring and control and the recording of wastage
- 3 To operate the café bar cash tills and handle cash and credit cards in an efficient and accurate manner
- 4 To wait, clear and clean tables and keep all Front of House areas clean and presented to a high standard
- 5 To provide a high standard of customer service whilst maintaining a sense of humour
- 6 To respect and fulfil all policies relating to food hygiene
- 7 To undertake the in-house training programme as directed by the Bars & Catering Manager and the Bars & Catering Supervisor
- 8 To liaise and co-operate with other departments within the Jersey Opera House at all times
- 9 To adhere to all policies including Health & Safety and Equal Opportunities undertaking such duties as may be required to implement them
- 10 To undertake all ad hoc duties as required by the Theatre Director

Skills & experience:

- Previous experience of working in a bars & catering environment
- Previous cash and credit card handling experience
- Good oral and written communication skills
- Commitment to the provision of excellent customer service
- High level of initiative

Personality:

- Ability to work as part of a team
- Ability to work in a pressurised environment
- Ability to work unsocial hours, weekends and bank holidays.