

# Bar Assistant Role Description

## Hours & Employment Type

- Casual, on-call/bar support role.
- Shifts scheduled as required, typically between the hours of Thursday to Saturday, 4:00 PM – 12:00 AM or Sunday 12:00 PM – 6:00 PM.
- Alcohol service ends at 10.30 PM (6:00 PM on Sundays); remaining time is for bar closing and cleanup.
- As a new business, opening hours may adjust during the initial phase, depending on operational needs and pending licensing approvals.

## Compensation & Benefits

- **Salary:** £12.71 per hour.
- **Tips:** Pooled and shared among bar staff.
- **Perks:** Each staff member may give one complimentary drink per day when on shift.
- **Meals:** Access to affordable meals from the kitchen during shifts.
- **Training:** Comprehensive training provided.
- **Paid Leave:** Statutory holiday entitlement is accrued based on hours worked, in line with UK employment law.
- **Pension:** Enrollment in workplace pension scheme for eligible employees.

## About the Bar

**Bar Chord** is a newly rebranded venue offering a vibrant, welcoming atmosphere. With a focus on craft drinks, live music and excellent customer service, the bar is launching a fresh team of roles under new terms and responsibilities.

## Purpose of the Role

The Bar Assistant supports the bartender in delivering an exceptional guest experience by assisting with drink preparation, serving light food, maintaining a clean and organised bar and ensuring smooth operations during busy periods. This role is key to helping the bar run efficiently and supporting both staff and guests.

# Key Responsibilities

## 1. Operational Management

- Assist in maintaining a clean and organised bar area, including washing glassware and tidying .
- Maintain cleanliness of all bar areas, including light cleaning and restocking of toilets.
- Report any maintenance or deep-cleaning needs to management.
- Restock supplies and ingredients to support the bartender during service.
- Prepare light food items such as cheese or charcuterie platters under the guidance of the bartender.

## 2. Staffing & Team Support

- Support the bartender in day-to-day operations, especially during busy periods.
- Collaborate effectively with other staff to ensure smooth service.
- Receive on-the-job training and apply instructions from the bartender or management.

## 3. Financial Execution (Day-to-Day)

- Assist with processing transactions where required.
- Handle cash or POS equipment under supervision.

## 4. Compliance & Safety

- Adhere to licensing restrictions and alcohol laws, health and safety regulations.
- Ensure responsible service of alcohol at all times.
- Maintain a safe environment for staff and guests.

## 5. Customer Relationship Management

- Greet and engage guests in a friendly and professional manner.
- Serve drinks or light food under the direction of the bartender.
- Assist in handling customer requests or complaints calmly, escalating to the bartender as needed.

## **6. Implementation of Strategic Direction**

- Support the execution of specials, promotions and events as directed by management.
- Provide feedback on operations to improve efficiency and guest experience.

Performs any other reasonable management request related to bar operations.

## **Authority Level**

- Works under the supervision of the bartender and management.
- Can perform tasks such as drink assembly, food preparation and cleaning independently within guidance.
- Escalates any issues regarding safety, compliance or guest concerns to the bartender or Owner Manager.