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Job Description – Bar Supervisor

Department: Food & Beverage
Line of Responsibility: Food & Beverage Manager
Other Reporting Managers: Hotel Manager

Job Purpose

- To supervise, co-ordinate, and participate in all activities in the hotel bar and to ensure smooth, efficient and professional service is provided to all customers.
- To work towards establishing and implementing effective cost control procedures.
- To train and support new members of staff.

Duties & Responsibilities:

Administration

- To maintain optimum levels of drinks stock.
- Control, record and aim to minimise spillages, breakages and wastage.
- Follow correct ordering/restocking procedure.
- Check and accept deliveries. Keep all delivery notes safe and pass them to the F&B Manager/Cost Control.
- To maintain accurate record of customer bookings.
- Keep menus, company brochures and other approved materials on display, clean, tidy and readily available.
- Keep accurate record of functions and individual customer bookings.
- Keep accurate and up-to-date training record for staff
- Ensure complete and accurate hand over between shifts.

Cashiering

- To operate a cash register and a computerised point of sale.
- Issue correct customer bills.
- Accept and validate cash and credit/debit card payments in accordance with company policy. Correctly handle payments, receipts and change.
- Charge bills to room accounts after checking the guest name and room number against the guest list.
- Seek authorisation from the Bar Manager/ F&B Management/ Duty Manager for any bill adjustments, voidings and refunds.

Guest Service

- Ensure customers are welcomed, seated and served in a polite and friendly manner.
- Identify return clients and build good rapport with them.
- Escort customers to an appropriate table (for table service) and assist with coats and bags.
- Give customers accurate information about any drinks or food items offered in the menu.

- Use a positive selling approach. Aim to anticipate customer needs.
- Identify menu choices and record customer orders accurately.
- Serve alcoholic drinks following licensing law and weights and measures requirements.
- Serve drinks in the correct glassware at the correct temperature and with the appropriate accompaniments.
- Prepare cocktails and other mixed drinks following laid down standards and specific customer requirements.
- Liaise with kitchen staff and serve the correct type, quality and quantity of food in accordance with laid down procedures.

Maintenance of Bar and Service Areas

- Ensure the bar and service areas are kept clean and tidy.
- Maintain sufficient stock of glassware and service items, condiments and accompaniments.
- Clear tables.
- Change ashtrays in smoking areas frequently.
- Make sure that all service equipment is clean and free from damage at all times. Inform management of any issues.

General

- To train, support and supervise all members of the team
- Adhere to company grooming standards
- Arrive on duty at the correct time.
- Attend and participate in departmental, cross-departmental and company training sessions as required.
- Accept changes or additions in work hours, which are necessary for the maintenance of uninterrupted service to hotel guests
- Liaise with and assist other departments as necessary.
- Undertake any reasonable request made by a member of management.
- Ensure effective communications with other departments.
- Be fully conversant with the systems and any other computer and information systems the Company uses
- Assist fellow employees to perform similar or related jobs as and when necessary.
- Continuously endeavour to improve customer service and knowledge of the job within the department.

Health, Safety & Hygiene

- To observe and implement procedures of dealing with emergency situations, fire prevention, Health and Safety and dealing with suspicious packages.
- Maintain personal cleanliness and hygiene to meet required standards.
- Work in a manner, which is safe and unlikely to give risk of harm or injury.
- Report any real and potential hazard and accidents in the workplace to the Management.
- Report illnesses and infections in accordance with laid down procedures
- Comply with all procedures about the use of perfume, cosmetics and wearing of jewellery.

To be fully conversant with

- The current licensing law.
- Weights and measures law.
- Food Safety Act and Food Hygiene regulations.
- Health & Safety at work requirements.
- Payment methods accepted by the company.
- Credit card Chip & Pin technology.
- Menu items and food ingredients.
- Wine and other beverage characteristics.
- Cocktail and other mixed drinks preparation