



BAR AND RESTAURANT STAFF (Full and Part time)

Job Title: Team Member (Bar and Restaurant)

Location: Greenacres Curling Rink

Reporting to: General Manager

Salary: Dependant on Experience

We are looking to recruit friendly, enthusiastic, and motivated Bar and Restaurant staff to join our team. Full and Part time positions available.

Job summary

To assist the management team, in effectively serving our Club Members during the season. Particular responsibility for the bars by ensuring it complies with all aspects of legislation, following a set training and development plan, following all operational standards and processes and delivering excellent customer service.

Role

- The Restaurant and Bar is situated within Greenacres Curling Rink which will include trading on bank holidays and late nights.
- Bar work and serving tables during the busy Curling season and functions during the summer months.
- The role is working with management and team members in full and part time roles.
- Full responsibility for personal compliance of legislation in relation to current licencing laws and health and safety.

Key Result Areas

- Complying with venue license requirements- especially ensuring no one under 18 is served alcohol, and anyone who could be under 21 is challenged for identification prior to being served alcohol.
- Providing excellent customer service in line with our company standards, procedures and guidelines (applies to self).
- Assisting in driving venue performance by following all business planning, ensuring compliance working to company operational policy.
- Ensuring personal daily compliance of all security, cash handling, and float and venue promotional procedures at all times.
- Ensuring the venue housekeeping is of the highest possible standards at all times, by following cleaning rota's with the effective checks in place, personally, both internally and external to the venue.
- Be non-confrontational when handling potential conflict situations, ensuring safety of self and other customers at all times.
- Follow set administrative processes and ensure that required tasks are performed on time, correctly, every time.
- Maintain high degree of engagement and enthusiasm, especially when the venue is quiet for long periods of time or conversely when extremely busy.
- Ensure compliance with all applicable company policies and procedures.
- Ability to follow clear and consistent communication from management.

Key Personal Requirements

- Ensuring personal conflict is managed with team and customers and where appropriate assist management in resolving these.
- Trustworthy and ethical in their approach to work, with a high compliance and service focus.
- Ensuring personally that you act appropriate and make decisions where applicable, seeking support from others, and especially when applying company policies or processes.



- Being responsible for personal development following set training packages to deliver exceptional performance.

Key Profile Requirements

- Good fluency in English and numerical literacy.
- Good interpersonal skills and evidence of successfully working within diverse teams.
- Flexibility, open to change and able to multi-task.
- Passion and commitment to engaging customers and guests.
- Driven to ensure drinks quality are constantly served following the exacting company standards.
- Positive and enthusiastic, and when required seek advice, even when faced with a challenge.

Important Notes Regarding this Role

- Due to occasional spikes in trade the role holder must be comfortable working under pressure in the venue on occasion, whilst continuing to remain composed and professional.
- The role holder must be able to work shifts which reflect the trading hours of the venue
- Experience preferred but not essential as training can be given.

If interested, please email a cover letter also stating your preference of a Part time or Full-time post and your CV to the Manager

Richard Harding
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Applications close on August 23rd, 2021