

# Casual Bar Supervisor role overview

barbican

## Role

- Working on the Barbican Bars, delivering efficient and excellent customer service with an open, welcoming and friendly manner.
- In absence of the Bars Operations Manager or Martini Bar Manager, you will be the responsible person in charge while the bar is open to the public by supervising staff.
- Assist with ensuring that bar staff for the shift have appropriate performance information so they can deliver excellent customer service.
- Take responsibility for ensuring that daily cash reconciliation is carried out according to existing procedures.
- Cash up sales, according to procedures and report and discrepancies that may occur.
- Effectively operate the EPOS system and follow existing cash handling and card payments sales procedures.
- As required, assist with replenishing stock and line checks, reporting any discrepancies to the relevant manager. Assist with moving of stock from one location to another.
- Secure and lock the bars and fridges at the end of the day / evening.
- Present and serve a large range of products including cocktails, quickly and efficiently, meeting the Barbican's high standards.
- Ensure the bar and floor areas are clean, tidy and presentable at all times.
- Setup, operate and close the Martini Bar, including back bar duties as required.
- Proactively keep up to date with current promotions, new products, and cocktails on offer at the Barbican bars. Make customers aware of offers on our product range, and cocktails.
- Be involved and contribute at team meetings.
- Assist with ensuring that health, safety and hygiene, along with licensing regulations, are met at all times.
- Take responsibility for keeping up to date with information about the Barbican and its arts programming.

## Personal Specification

- Previous bar, cocktail or customer service experience, ideally with some team leader or supervisory exposure.
- A good level of numeracy with experience of cash handling and using an EPOS system.
- Basic knowledge of health and safety and/or hygiene issues is desirable.
- Highly motivated and enthusiastic team leader who can demonstrate a genuine passion and belief in providing exceptional customer experience.
- Ability to work under front line pressure while maintaining an efficient and effective service at all times.
- Excellent communication skills.
- Excellent time keeping skills with a responsible approach to work.
- Ability to react quickly to new information and situations.
- You must be able to work evenings and weekends.

## **Details**

This is a casual worker position for Barbican Bar Supervisors.

### **Work allocation**

Shifts are allocated between the hours of 11am to midnight.

Shifts will be allocated two weeks in advance. These are offered on a casual basis and are not guaranteed. Shifts are offered under the agreement of the provision of services. You are entitled to pick up extra shifts as and when they become available.

Breaks are unpaid.

### **Rates of pay (subject to change)**

£13.06 per hour

### **Method of payment**

Payment is on a weekly basis 2 weeks in arrears and will be made by direct debit to your bank account.

### **Uniform**

Barbican shirts will be provided. You must provide your own smart black or brown shoes, and black trousers. No open footwear, other dark jeans or trousers or ripped jeans.