



JOB DESCRIPTION BAR MANAGER

DEPARTMENT: BAR

REPORTS TO: GENERAL MANAGER

Purpose of Position:

To support the General Manager in the efficient and profitable running of the Bar operation within Bounce; the Bar Manager is responsible for the organization and supervision of excellent service in this area, maintaining the Company's established reputation and ethos.

The ultimate goal of all employees is to deliver excellent customer service, creating a unique experience for the customer which makes them want to return; you should be positive, loyal and a proud ambassador of the Bounce brand.

Core Non-Negotiable Skills and Experience:

- Proven organizational skills; a proficiency in organizing and managing different tasks to required deadlines
- At least two years' bar management or supervision experience, preferably within a high volume, similarly complex operation; to include evidence of financial acumen and responsibility for liquor stock
- An excellent team player, able to take direction and with a desire to develop leadership skills, working with the GM to inspire and motivate the team of bar employees
- The most excellent interpersonal and customer service skills together with fluent verbal and written communication
- Expertise and patience to deal with any issues that arise – an analytical and creative approach to correcting the existing problem and avoiding future conflict
- Extensive product knowledge, including cocktails, spirits and wines

Our Managers:

- Have a genuine desire to provide the best customer experience, exceeding customer expectations and constantly reviewing and evolving their own performance and that of their teams.
- Maintain the highest personal standards of integrity, conduct and performance; they are adaptable, energetic, dependable and have a strong work ethic.
- Have impeccable presentation.
- Have good working relationships with everyone they come into contact with at work, behaving in a friendly, courteous and professional way.
- Bring a positive attitude to work, ensuring co-operation between employees in all departments to make Bounce is the best it can be.



Key Duties and Responsibilities:

- Manage the bar operation with passion, integrity and knowledge while promoting the culture and values of Bounce.
- Assist in the achievement of sales and profit targets as set by the GM; guiding and motivating the bar team to maximize sales and control costs.
- Be responsible for accurate rota planning, based on forecast sales and core wage budget; taking the necessary daily action to reduce or increase hours, in line with sales.
- Follow stock control procedures and guidelines; complete ordering on time to ensure full availability of all drink items; undertake stock takes as directed by the GM; assist the GM to ensure the consistent quality, rotation and levels of stock.
- Ensure deliveries are received according to established procedures, including checking in, storage, stock rotation, security, loss investigation and employee training.
- Keep up to date with licensing legislation and ensure all bar employees are fully aware of their obligations in relation to serving liquor.
- Identify and delegate responsibilities to bar employees to ensure that excellent service is consistently delivered.
- Be fully conversant with every menu item served.
- Organize the bar to ensure established opening and closing procedures are adhered to, in line with Company policy and completed in the time allocated.
- Maintain good communication between departments on a daily basis.
- Be proficient in each and every area of the bar operation and to help when and wherever necessary.
- Build and maintain excellent relations with guests; welcome guests in a professional and friendly manner and ensure that their wishes are met so far as is reasonably possible.
- Ensure that the billing procedure is thorough, correct and complete after each transaction.
- Review operational and employee performance to identify any problems, concerns or opportunities for improvement.
- Ensure the bar operation meets or exceeds required standards of food and beverage quality, consistency and timeliness and of safety and cleanliness.
- Effectively receive guest feedback and use this to improve service and maintain the highest possible standards.
- Assist the GM with the recruitment and training of team members and to manage and motivate the team to realize their maximum potential.
- Observe Company's rules and procedures and carry out any reasonable request made by their Manager.
- Be aware of your responsibilities and adhere to legislation in respect of licensing, data protection, Health and Safety at Work and COSHH.
- To attend and assist the GM with training sessions and team meetings as required.

Date: May 2017

The Company reserves the right in its absolute discretion to add to your duties, or amend this job description at any time. In addition to the above duties you will carry out such other duties as the Company reasonably directs from time to time.