

## ROLE PROFILE

|                      |  |
|----------------------|--|
| <b>TITLE:</b>        | <b>BAR ASSISTANT</b>   |
| <b>DEPARTMENT:</b>   | Operations   |
| <b>REPORTING TO:</b> | Park Management via Complex Manager / Bar Manager  |
| <b>LIASION WITH:</b> | Park Management, Area Operations Managers, Bar & Restaurant Assistants, Holiday Coordinators, Receptionists, holiday home owners, holidaymakers & members of the public. |

### GENERAL SUMMARY:

### ESSENTIAL DUTIES & RESPONSIBILITIES:

#### 1. Working relationships / Communication

- ✧ Interacts & communicates effectively with all team members, customers & management team.

#### 2. Key responsibilities

##### Operational / Profit

- ✧ Take orders for food and drinks
- ✧ Provide a bar and table service to customers delivering excellent customer service
- ✧ Promote sales and up sell where possible
- ✧ To surpass our customers expectations by understanding their individual needs and meeting them.
- ✧ Follow all liquor procedures as instructed
- ✧ Responsible for cleaning in front and behind the bar
- ✧ Maintain a positive attitude to customers, greeting customers with a smile and friendly manner
- ✧ Comply with Bar & Catering Staff Guidance Principles
- ✧ Ensure the Bar Daily Closedown procedure is completed
- ✧ Ensure that the bar is well stocked with wet and dry items
- ✧ Change barrels, gas and check soft drinks pumps as necessary
- ✧ Complete Bar Cleaning Check Forms
- ✧ Maintain an awareness of park developments, including entertainment programmes & keep customers informed of such developments
- ✧ Take payments, issue receipts & ensure accurate change
- ✧ Dealing with customer enquiries in a friendly, professional manner, in line with company policy
- ✧ To reach your full potential though on the job training
- ✧ Ensure Health & Safety standards are maintained and comply with all legislation & regulations.
- ✧ Any other duties which may, from time to time, be determined by Company management.

##### Customer Service / Quality

- ✧ Maintain the service provision in line with company standards & expectations
- ✧ Liase with customers on a daily basis, handling & resolving any issues, wherever possible in a professional manner.
- ✧ Build up a rapport with customer.
- ✧ Ensure that customers & guests receive an efficient, friendly, consistent & personalised service.
- ✧ Maintain standards of personal appearance & hygiene in line with Company requirements.

**PERSON SPECIFICATION:**

| FACTORS   |           |          | CRITERIA  | MEANS OF ASSESSMENT  |  |  |
|---|-----------|----------|---|--|--|--|
|   |           |          |   | App  | Ref  | Int  |
| Education & Professional Qualification                                    | Essential | A1       | o GCSE/O Level Maths (or equivalent) or high level numeracy skills  | <input checked="" type="checkbox"/>  |  |  |
|   |           | A2       | o GCSE/O Level English (or equivalent) or high level literacy skills  | <input checked="" type="checkbox"/>  |  |  |
|   | Desirable | A3       | o Leisure & Tourism qualification NVQ Level 2 and above   | <input checked="" type="checkbox"/>  |  | <input checked="" type="checkbox"/>  |
| Experience/Training (including research experience<br><br>If appropriate) | Essential | B1       | o Minimum of 1 year experience in a Restaurant environment  | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  |
|   |           | B2<br>B3 | o Effectively working as part of a team<br>o Track record of consistently meeting deadlines & of working under pressure | <input checked="" type="checkbox"/><br><input checked="" type="checkbox"/> | <input checked="" type="checkbox"/><br><input checked="" type="checkbox"/> | <input checked="" type="checkbox"/><br><input checked="" type="checkbox"/> |
|   | Desirable | B4       | o Experience customer service role, handling customer queries face to face  | <input checked="" type="checkbox"/>  |  | <input checked="" type="checkbox"/>  |
|   |           |          | o Silver Service experience or A la Carte Restaurant experience<br>o Cellar Management or Bar Supervisory qualification | <input checked="" type="checkbox"/><br><input checked="" type="checkbox"/> | <input checked="" type="checkbox"/><br><input checked="" type="checkbox"/> | <input checked="" type="checkbox"/><br><input checked="" type="checkbox"/> |
| Specific aptitude and abilities   | Essential | C1       | o High level of accuracy and attention to detail.   | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  |
|   |           | C2       | o Ability to work in a team and manage workload effectively   | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  |
|   |           | C3       | o Ability to communicate effectively & clearly with customers   | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  |
|   |           | C4       | o Strong customer awareness and focus   | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  |
|   |           | C5       | o Sound organisational skills with the ability to identify and juggle priorities.<br>o Must be 18 years and over        | <input checked="" type="checkbox"/><br><input checked="" type="checkbox"/> | <input checked="" type="checkbox"/><br><input checked="" type="checkbox"/> | <input checked="" type="checkbox"/><br><input checked="" type="checkbox"/> |
| Interpersonal Skills  | Essential | D1       | o Excellent communication skills.   | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  |
|   |           | D2       | o Good customer care skills.  | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  |
| Special Factors   | Essential | E1       | o Positive, enthusiastic and flexible approach to work.   | <input checked="" type="checkbox"/>  |  | <input checked="" type="checkbox"/>  |
|   |           | E2       | o Good timekeeping and attendance record.   | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  | <input checked="" type="checkbox"/>  |
|   | Desirable | E3       | o Previous experience working within the caravan industry   | <input checked="" type="checkbox"/>  |  | <input checked="" type="checkbox"/>  |

This position description intends to describe the principal purpose & main elements of the job. It is a guide to the nature & main duties of the job & is not intended as a wholly

comprehensive or permanent schedule. The order in which duties & responsibilities are listed is not significant.

**HOLIDAYS:**

5.6 weeks holiday (pro rata) plus Christmas Day, Boxing Day and New Years Day.

**NORMAL HOURS:**

There are no minimum or maximum hours guaranteed. Hours will be scheduled according to a weekly rota. Evening, weekend and Bank Holiday work will be required.

**PERFORMANCE REVIEWS:**

The post holder will be expected to participate in the Performance & Development Scheme, which is currently in place across the company.

**Risk Management/Health & Safety at Work**

South Lakeland Parks is committed to protect its staff, customers and assets and reputation through an effective risk management process. The post holder will be required to comply with South Lakeland Parks Ltd Health and Safety Policy and actively participate in this process and have responsibility for managing risks and reporting exceptions.

**Confidentiality**

You are required to observe and sign the Company's policy of Confidentiality and Data Protection of South Lakeland Parks Ltd employee and customer information.

You must also observe your legal responsibilities in handling stored personal data and operation the Company's IT security policies.

**Data Protection**

Under the Data Protection Act 1998, South Lakeland Parks Ltd advise you that it will be keeping personal information on you for administrative and managerial purposes. To obtain a full list of information retained, you can contact the Human Resource Department, South Lakeland Parks Limited, Helme Bank, Helme Lane, Natland, Kendal, Cumbria, LA9 7PS.

South Lakeland Parks Ltd will only disclose personal details on you to relevant departments within Company. You will be informed of any disclosure request of personal details made unless an exception is made. An example of an exemption is an Inland Revenue or DSS request

**Note**

This role profile is intended to identify key responsibilities only. Specific objectives will be agreed annually. It is a guide to the nature & main duties of the job & is not intended as a wholly comprehensive or permanent schedule. The order in which duties & responsibilities are listed is not significant.

This role profile is current as at the date shown below. In consultation with the post holder it is liable to variation to reflect or anticipate changes in or to the role.

*Revised by Mel Whitehead  
Date: December 2009*