

JOB DESCRIPTION - BAR PERSON

Reports to: Bar Supervisor

The Red Lion Hotel is a 13 bedroom hotel, popular pub and restaurant located in the town of Radlett, Hertfordshire – only 30mins by overland to St Pancras station.

Since our refurbishment and relaunch in March 2010, the Red Lion is going from strength to strength and we are now looking to add to our front of house team with full time and part-time bar and waiting staff.

Job Purpose

- Deliver the Golden Rules
- To provide excellent guest service by serving drinks to Young's specification and to take food orders in a genuine and enthusiastic manner, whilst ensuring correct payment is received
- To be a sales maker

Duties & Responsibilities

- Prepare the bar for service
- Make all guest feel welcome, valued and special
- Proactively anticipate and meet all guests needs
- Actively develop rapport with all guests
- Maximise selling opportunities
- Record an input all orders accurately
- Handle cash, count back change and use the till system in accordance with Company policy and procedure
- Maintain the cleanliness of the trading area and ensure correct procedures are followed for all equipment used
- Communicate with kitchen and floor throughout service
- Observe as applicable to the house:
 - Licensing laws
 - Security arrangements
 - Procedures and instructions relating to fire & accidents
 - Hygiene Health and Safety Regulations
 - The law regarding passing off
 - C.O.S.H.H.
- To meet the Company standards with regard to personal hygiene and appearance
- To maintain a clean and tidy bar area
- Be on time for every shift in full, clean, correct uniform
- Attend and participate in team meetings
- To complete Young's Induction including 4 modules on the Youngs E-learning course
- From time to time to perform other tasks as requested