

An Lanntair

Job Description

Post	Café Bar Assistant
Objective and purpose of role:	<ul style="list-style-type: none">• To provide the highest standards of service excellence and customer care in support of an Lanntair's Food, Beverage and Hospitality functions
Line Manager	Café Bar Manager
Direct Reports	None
Skills and Experience Required	<ul style="list-style-type: none">• High levels of communication and interpersonal skills• An open, friendly and welcoming disposition• Efficient, effective and with demonstrable attention to detail• A strong commitment to service excellence• An interest in and knowledge of the arts is desirable• Numerate and the ability to handle cash accurately and efficiently
Duties	<ul style="list-style-type: none">• To take orders and service customers at the bar and at the tables• Ensure responsible service of alcohol policies are implemented at all times• Maintain cleanliness and tidiness of bar and restaurant areas at all times• Maintain hygiene and safety standards• Take restaurant bookings, recording all vital information as per procedure• Operate till to ensure a high level of honesty and efficiency• Ensure the safety of customers and staff at all times• Handle or direct complaints according to guidelines and in a way that satisfies customers• Carry out other duties, as advised, from time to time• Take direction from the Café Bar Manager and the Cafe Bar Supervisor.
Responsibilities	<ul style="list-style-type: none">• Bar and restaurant service according to the business quality and service standards demanded• Adhere to the rules and practice of the bar license and licensing laws• Operation of till and money handling• Health and safety standards to be upheld at all times• Health and hygiene standards to be upheld at all times• Offering a high quality of customer service to match the high quality of an lanntair's reputation• Creating a harmonious environment with other staff throughout the Arts Centre• Being respectful and courteous to customers and colleagues• Actively displaying an Lanntair's core values• A willingness to learn about the arts programmes and promote them to customers as part of the service provision