

Job Description

Bar-Kitchen Staff

Date: November 2018

Job Title	<i>Bar-kitchen Staff</i>
Reports to	<i>Marketing and Events manager – Taryn Banks</i>
Staff Reporting to this position	<i>n/a</i>
Location	<i>164 Balmoral Road, Balmoral, Auckland 1024</i>
Main Purpose	<i>To effectively work with the duty manager and events and marketing manager to deliver Auckland Deaf Society’s clubroom bar and kitchen services, for the benefit of all members and visitors.</i>
Key Duties & Responsibilities	<p><i>Quality of Bar & Kitchen Service</i></p> <hr/> <ul style="list-style-type: none"><i>To satisfy all customer requirements by ensuring Auckland Deaf Society’s Bar and Kitchen service is constantly maintained at a consistently high standard.</i><i>To maintain a high standard with regard to all aspects of work including punctuality, attendance, attitude, customer service and hygiene.</i> <p><i>People Management</i></p> <hr/> <ul style="list-style-type: none"><i>Responsibility for the selling of liquor to appropriate customers, knowledge of host responsibilities and legal requirements and providing an outstanding level of customer service at all times.</i> <p><i>Bar and kitchen productivity</i></p> <hr/> <ul style="list-style-type: none"><i>Ensure all products sold by the Bar are being charged for correctly.</i><i>Maintain ADS cash handling procedures and cashing up procedures at all times</i><i>Manage customer and patron relationships with skill and tact.</i>

<p>Key Duties & Responsibilities continued</p>	<ul style="list-style-type: none"> • <i>Maintain effective communication with the duty manager, marketing and events manager and other team members and act in a professional manner while on duty.</i> • <i>Maintain ADS stock control and inventory procedures</i> • <i>Develop and maintain sound knowledge of relevant legislation regarding the sale of alcohol and food hygiene and safety</i> • <i>Strive to constantly improve the standards of service and hygiene at the bar and kitchen</i> • <i>Attend all staff training events as required</i> • <i>Report any concerns or discrepancies to the duty manager and/or the Marketing and Events manager supervisor immediately</i> <p>Other</p> <hr/> <ul style="list-style-type: none"> • <i>Inform customers of bar promotions programme.</i> • <i>Support the membership programme at ADS and encourage new memberships among patrons.</i> • <i>Carry out cleaning tasks as required before, during and after the shift and maintain a high standard of cleanliness.</i> • <i>Collect all glasses and bottles from tables</i> • <i>Replenish stock from the stock room and ensure that the bar and kitchen are always well stocked.</i> • <i>This job description outlines includes the key duties responsibilities and responsibilities of this role. However other duties may be assigned to the job holder as required.</i>
<p>Key Relationships – Internal & External</p>	<p>Internal</p> <hr/> <ul style="list-style-type: none"> • <i>Bar Manager on duty</i> • <i>Bar staff</i> • <i>Events and marketing manager</i> • <i>Kitchen staff and volunteers</i> • <i>Bar staff</i> • <i>Community engagement facilitator</i>

	<ul style="list-style-type: none"> • <i>Strong attention to detail.</i> • <i>Knowledge of the following key bar management areas; liquor licencing legislation, stock management (including stocktaking), sales and promotions planning and food hygiene and safety</i>
<i>Health & Safety</i>	<p><i>Both the Employer and the Employee shall comply with their obligations under the Health and Safety at Work Act 2015. This includes the Employer taking all practicable steps to provide the Employee with a healthy and safe working environment. The Employee shall comply with all directions and instructions from the Employer regarding health and safety and shall also take all reasonable steps to ensure that in the performance of their employment they do not undermine their own health and safety or the health and safety of any other person.</i></p>