



THE BLUE BELL – Community Pub & Hub

JOB DESCRIPTION

Location – The Blue Bell, Stoke Ferry

Job Title – Bar & Front of House Manager

Reports to – Blue Bell CBS Committee

Line Management Responsibility – Front of House Assistants

Hours of work – Min 40 hours a week

1. Job Purpose:

The Bar & Front of House Manager will oversee the bar's daily operations, including opening and closing the bar, stocking supplies, ordering inventory, managing staff, handling customer enquiries and complaints, and enforcing safety and security protocols. They will ensure that the bar runs efficiently, maintains a profit and adheres to licensing laws and regulations.

The Bar & Front of House Manager will also be responsible for creating promotional campaigns to drive business to the bar and developing and maintaining relationships with suppliers. In addition, the Bar & Front of House Manager will be responsible for creating and enforcing policies and procedures to ensure that the bar runs smoothly and efficiently.

2. Duties and Responsibilities:

To take responsibility for the daily running of the bar and dining area of The Blue Bell including:

People

- Lead a small team of paid staff and volunteers by example, creating a positive working environment where the team are motivated and carry out their work to the best of their ability.
- Create an inclusive environment for both staff and volunteers, ensuring both groups feel integral to the day to day running of the Blue Bell, allocating tasks as required.
- Ensure front of house is adequately and efficiently staffed through maintaining the staff/volunteer rota; managing staff holiday booking, keeping within staff budgets, maximising the use of volunteers and adhering to legislative requirements regarding working time.
- In conjunction with the Blue Bell Committee, recruit new staff members, delivering induction training to both staff and volunteers, to ensure they can fulfil their role competently and safely.
- In conjunction with a member of the Blue Bell Committee address issues of poor performance and conduct of staff members through Performance Management and Disciplinary Procedures.
- Maintain effective communication with staff and volunteers to ensure the front of house team are kept up to date with information that is relevant to them.
- Create, communicate and enforce policies and procedures to ensure the bar runs smoothly and efficiently.

- **Front of House**
- Oversee the daily operations of the bar, including front of house, cellar management and pub garden to ensure the front of house is run efficiently and the customer has the best possible experience.
- Ensure plans are in place for the efficient opening and closing of the bar on all days that the pub is open to the public and for private events, adhering to the opening and closing checklist, keeping this up to date as required.
- Maintain the condition of beer and wine.
- Maintain drink recipe documentation (cocktails etc).
- Have a monitoring inventory process in place to maintain adequate stocking levels for all beverages and bar snacks, ensuring stock rotation plans are in place and wastage is minimized, handling deliveries when needed. Develop and maintain relationships with suppliers and oversee all stock ordering for the front of house, liaising with volunteers as required. In addition, complete monthly stock takes.
- Understand drink sales and profit targets; liaise with the Blue Bell Committee to ensure drink prices remain competitive and changes are made in the event of price rises. Maintain and display the Bar Tariff.
- Create promotional campaigns to drive sales of the bar.
- Create a welcoming environment for customers, handling customer enquiries and providing adequate solutions to customer complaints within agreed procedures. Deal with difficult customers safely and in a professional manner, implementing the barring policy when required. Collect and act on customer feedback. And create positive customer interactions.
- Oversee the cleanliness of the physical bar area ensuring it is clean, well presented and well stocked.
- Ensure all equipment in the bar area is fully maintained and in good working order, this includes the glass washer and coffee machine, resolving issues when required.
- Manage and control the POS till system, resolving issues when required.
- Liaise with relevant volunteers and staff to ensure that the seating area of the pub gardens is kept clean and well maintained.
- Liaise with the kitchen daily to ensure all specials are advertised, staff/volunteers understand changes to the menu and table bookings etc are clearly communicated.
- Liaise with individuals responsible for planning events and live music to ensure fully up to date with the events planner. Advertise, plan and run events as needed.
- Enforce safety and security protocols and ensure licensing laws are adhered to, paying attention to possible health hazards and regulation violations.

Other related activities

- Be an ambassador of The Blue Bell supporting its commitment to be a community hub where everyone is welcome.
- Undertake and training and development deemed appropriate for the position
- Ensure compliance with any relevant policies and procedures.
- Take reasonable care for the health and safety of yourself and others, including employees, volunteers and customers.

The above is designed to help you with the understanding of your role and is not intended to be a definitive list of duties and responsibilities, as flexibility in meeting Company and guests' needs is required by all employees.

I confirm that I have read and agreed with this job description which explains the main duties of my job.

Signed: _____

Print name: _____

Date: _____

Person Specification

Job Title: Bar & Front of House Manager

	Essential	Desirable
Experience	<p>Experience of providing excellent customer service</p> <p>Experience of managing others</p> <p>Experience of working in the Hospitality Industry</p> <p>Knowledge of restaurant/bar service</p> <p>Cellar management</p>	<p>Experience of leading a team.</p>
Skills/Abilities	<p>Strong leadership skills with ability to motivate and provide direction for a team.</p> <p>Interpersonal skills that enable you to effectively interact and work with others; good with people.</p> <p>Excellent communication skills with the ability to work collectively with staff/volunteers/Blue Bell Committee</p> <p>Able to deliver outstanding customer service and positive customer experience with the ability to build customer relationships</p> <p>Confident and able to address customer issues with the ability to deescalate tense interactions and deal with difficult situations</p> <p>Problem solver and able to think quickly to resolve issues and keep calm under pressure</p> <p>Pay attention to detail and able to maintain high standards at all times</p> <p>Self-motivated and able to work using own initiative</p> <p>Organised and able to multitask</p>	

	<p>Business acumen with ability to understand the basics including product costings, margins, sales and cost of sales.</p> <p>Punctual & Reliable</p>	
Training	Willingness to take on further training if required	
Education/Qualifications		Food Hygiene Certification (desirable but training can be given)
Other	<p>Comfortable with handling money and using POS technology</p> <p>Well-presented and professional with a pleasant and courteous manner.</p> <p>Flexible and able to work shifts, weekends & evenings (local/own transport)</p>	Experience in mixology and cocktail creation (desirable)