

THE BISTRO QUARTERS JOB DESCRIPTION



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| JOB TITLE | Cocktail Bartender Mixologist | |
| LOCATION | Brunswick House, 499 Etruria Road, Newcastle-under-Lyme, Staffordshire ST4 6JR | |
| LINE MANAGER | Restaurant and Bar General Manager | |
| HOURS OF TRADING | Open 08:00 - 23:00. 7 days per week. | CONTRACTED HOURS A minimum of 40 hours per week. |
| HOLIDAY ALLOWANCE | 29 days paid holiday per annum, including all statutory and bank holidays. Reviewed each January and adjusted accordingly on a pro-rata basis for part-time hours. | |
| BENEFITS | Use of salon out of hours for authorised, complimentary staff treatments. Discount off food in the Bistro (excluding Saturdays, Sundays and after 6pm on Fridays). | |
| POSITION SUMMARY | <p>We at Beauty and the Bistro are looking for cocktail bartenders to serve both bar and restaurant guests.</p> <p>Working as part of a dynamic and fun team, the ideal candidate will have enthusiasm, a friendly and approachable manner, a love for taking care of customers, and a passion for great food, drinks and service.</p> <p>Experience of cocktail bartending and working in a quality bar setting is a distinct advantage</p> | |
| PRIMARY RESPONSIBILITIES | | |
| Take responsibility for all aspects of health & safety and food hygiene | Maintain an assertive but respectful manner while dealing with all members of the bar, kitchen and FOH staff | |
| Develop the service offering and lead the engineering of menus and drink innovation to the staff. | Preparing the bar for service | |
| Using excellent customer service skills, be attentive and proactive with the ability to understand respond quickly to needs of the guests and managers | Full understanding and practice of stock management and wastage control in the bar environment | |
| Ensuring an extremely high standard of execution quality | Lead cocktail masterclasses | |

| PERSONAL ATTRIBUTES | | |
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| | ESSENTIAL | DESIRED |
| QUALIFICATIONS & TRAINING | <ul style="list-style-type: none"> • Must hold certifications in Health & Safety and Food Hygiene • Trained to an extremely high standard in a fast paced environment | <ul style="list-style-type: none"> • Qualification in Professional Bartending |
| EXPERIENCE | <ul style="list-style-type: none"> • Minimum bartending experience 2 years. • Minimum Cocktail Bartending 1 year | <ul style="list-style-type: none"> • Ability to prepare expertly crafted cocktails • Prepared and taught cocktail masterclasses |
| QUALITIES & ATTITUDE | <ul style="list-style-type: none"> • A positive, enthusiastic and friendly attitude towards others within the team • A friendly, positive, caring attitude towards clients, customers and colleagues with the ability to deliver warmth, charm and hospitality • An effective communicator with excellent customer service skills and the ability to build rapport and long term relationships at all levels • Excellent organisational skills • A positive, can-do attitude | <ul style="list-style-type: none"> • Excellent customer service skills • Able to deal with difficult clients • Attention to detail • Professional personal presentation • A real interest in working with quality products and interesting drinks menus |

| COMPETENCIES | |
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| Strong organisational skills. | Strong people management skills, including customer service compliance, |
| Excellent interpersonal skills. | Competent multi tasker and enthusiastic to learn all elements of the business. |
| Understanding of the use and cleaning of equipment | A flair and passion for customer service |

| PREPARED BY | | | |
|----------------|-------------------|------------------------------------|--------------|
| NAME | Jessica Tams | SIGNATURE: | DATE |
| | | | __ / __ / __ |
| POSITION/TITLE | Managing Director | | |
| RECEIVED ON | __ / __ / ____ | GIVEN TO (NAME OF STAFF MEMBER) | |

Please Note: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process and we would aim to reach agreement on any changes.