

JOB DESCRIPTION

Position: BAR STAFF – **HOTEL**
Location: Within the overseas programme, as stated in your covering letter
Reports to: Hotel Bar Manager

As Bar Staff you will provide a welcoming atmosphere for the guests. Help with the smooth running of the bar.

Your responsibilities and duties:

Pre-season

- Attend the pre-season training course.
- Assist with the cleaning and preparation of the Hotel.
- Ensure that all 'Front of House' areas are well presented, especially the restaurant and reception.
- Assist in with the production of detailed inventories of the restaurant and bar in the hotel.
- Assist with the production of Health & Safety, Fire and Hygiene reports for the Hotel.
- Help compile information about your resort and create the hotel notice boards and information files.

During the Season

Guest Relations

- Provide and maintain, as part of the hotel team, a first class service to our guests.
- Welcome the guests into the hotel on arrival and show them to their rooms and help with their luggage.
- Provide the guests with information about the hotel and resort and be present at the welcome meeting.
- Ensure that all guests are aware of the hotel staff day off and the arrangements for breakfast and that there is no evening meal.
- Deal with any problems that may arise promptly and effectively.
- Serve and converse with guests in a friendly professional manner.

Bar Service

- Open the bar for the guests during the après-ski period, ensuring that the afternoon tea refreshments are replenished.
- Prepare the aperitif to accompany the canapés for 7:30pm.
- Liaise with the Bar Manager regarding weekly drink promotions.
- Liaise with the Hotel and Bar Manager regarding a weekly evening entertainment programme.
- Provide service for pre-dinner drinks and during the evening meal.
- Supervise the running of the bar during the evening.
- Assist in the training of the Hotel Assistants who may work shifts in the bar.
- Help cash up after each shift and ensure that the tills balance and monies taken are banked or placed in the hotel safe.

Daily and Weekly Housekeeping

- Maintain a high standard of cleanliness, ensuring that the bar and communal areas are always clean and tidy.
- Adhere to company guidelines and procedure regarding cleaning standards.
- Prepare bar laundry for collection and receive new deliveries, mid week and on 'change over' day.
- Be present for bar deliveries to ensure correct delivery is received.
- Ensure that the store areas are clean and in order.
- Ensure that all rubbish is disposed of after every service in the correct manner.
- Perform a deep clean on 'change over' day in preparation for new guests, ensuring that the bar and communal areas are spotless.
- Ensure that all entrances, exits and pathways are kept clear and safe from snow at all times.
- Report any maintenance problems to your line manager or the Hotel Manager.
- Assist with the distribution of deliveries of restaurant/bar supplies and resort cleaning products if required.
- Carry out weekly stock takes and ensure that stock is rotated in the storage areas.

Health and Safety

- Show due diligence at all times and be aware of any hazards.
- Assist in producing a risk assessment of the hotel and make sure these measures are put in place to minimise these risks before the first guests arrive.
- Assist in completing the necessary weekly Health & Safety, Hygiene and Fire Checks.

Resort Administration

- Help complete the weekly bar and cleaning orders.
- Help with reconciliation of bar orders, delivery notes and budget control.
- Assist in the completion of the weekly hotel report.
- Ensure that the hotel notice boards and information files are kept up to date.

Flexibility

- Assist with any other duties as requested by your Hotel Manager or other senior staff.
- When required assist with the transport of child care equipment and children to and from Snow Club/Ski Lessons. (Esprit)

Post-Season

- Assist with the cleaning and closing down of the Hotel, exterior of property and staff accommodation.
- Ensure that all company property is correctly packaged and stored.