



POSITION DESCRIPTION

Bar Attendant

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| Reports to | Hotel Manager & Assistant Managers Area Supervisor | |
| <p>Responsibility statement: As a bar attendant you are an integral member of the Laundry team. Your most important job is customer service. You are the face of Laundry Hotels, the first person a customer sees. We expect you to be well presented, courteous (smiles are a must), helpful and polite to customers and other staff alike. Your first priority is to “serve the customer” – everything else comes 2nd.</p> | | |
| <p>Tasks:</p> <ul style="list-style-type: none"> • Serving customers • Pouring the perfect draught beer & other drinks • Receiving money and operating our till system - DRS • Collecting glasses & cleaning ash trays • General cleaning duties • Refilling stock • Answering customer enquiries • Employing Laundry Hotels security procedures at all times • Maintaining Laundry policy of Responsible Service of Alcohol • Ensuring compliance with food safety regulations • Ensuring a clean, tidy, healthy work area • Accurately recording hours worked on a daily basis • Carrying out duties as requested by management • Working as a team member • Answering telephone if needed | | |
| <p>Performance Standards:</p> <ul style="list-style-type: none"> • Works quickly and effectively • Practices OH&S and follows food safety regulations • Keeps work area clean • Ensures Laundry hotels standards of product description and handling • Uses initiative • Follows cash handling procedures • Product knowledge and prices for food and beverage items • Adheres to confidentiality associated with working in a hotel environment • Maintains grooming and uniform standards | | |

Skills required:

- Understands written and spoken English
- Familiar with product and price
- Able to work in a team environment

Attributes required:

- Punctuality
- High level of general fitness
- Ability to work on feet for extended periods
- High level of personal presentation
- Excellent communication skills
- Motivation
- Initiative
- Works well under pressure
- Friendliness and enthusiasm
- Conflict resolution

Certificates/Training required:

- Responsible Service of Alcohol
- Training classes offered by Laundry Hotels for customer service, product knowledge etc.