

**EDGBASTON PARK HOTEL**  
AND CONFERENCE CENTRE

**J O B   D E S C R I P T I O N**

<b>JOB TITLE</b>	Bar Manager
<b>DEPARTMENT</b>	Food & Beverage
<b>RESPONSIBLE FOR WHICH OTHER POSTS</b>	Bar Supervisor, F&B Team Members
<b>RESPONSIBLE TO</b>	Assistant F&B Manager/F&B Manager

**Job Summary**

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To support F&B operations and supervise F&B team members in the Restaurant and Bar and ensure the highest standards of guest service are upheld at all times. To support the wider F&B team when required and to adhere to all health and safety regulations. To have a flexible approach to working patterns in order to meet business needs.

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**Main Duties**

- Host and co-ordinate service in the Restaurant and Bars, ensuring the high standards, expected by guests and the Hotel, are upheld at all times.
- Proactively support the F&B Manager to ensure the F&B strategy and KPIs are successfully delivered, through the planning, development and continuous review and revision of outlet concepts
- Responsible for managing the wet stock across 3 bars, ensuring GP is delivered, stock management processes are in place
- Support the F&B Manager with reviewing drinks menu, costings and ensuring the product list regularly updated
- Continually look for ways to improve service, and increase guest satisfaction KPIs
- Ensure, through effective leadership, that the Bar Supervisors carry out their duties effectively, efficiently and professionally, including:
  - Monitoring and effective management of staff absence
  - Ensuring the highest standards of F&B staff appearance and presentation
  - Motivating and engaging the team and maintaining open communication across the entire operation, including undertaking regular team briefings and one-to-ones.
  - Delivery of Brand Standards
- Organise, brief and prepare the F&B team prior to shift
- Communicate and delegate tasks to the team on own initiative or as instructed by the F&B management team.

- Anticipate customer needs and communicate as necessary, so that the team can respond to create the perfect environment during each shift.
- Train, coach and motivate the team to follow the Hotel's high service standards, promoting communication between all teams to ensure an excellent guest experience.
- Ensure Bar Supervisors are regularly auditing areas to ensure that equipment, utensils and machinery is in correct working order and is correctly stored.
- Support with ensuring that all relevant cash handling processes and health, food hygiene and safety standards are adhered to by the team.
- Ensure there is adequate staffing levels on each shift, across 3 bars, ensuring day to day service, and event bars are suitably staffed
- Assist the F&B management team with upselling initiatives, thinking of new and creative ideas to motivate the team to sell in a discreet and professional manner
- Support the induction and 'on-the-job' training of new and casual team members
- Assist in keeping operating costs to a minimum by efficient and responsible use of resources
- Rotate and monitor stock, ensuring food and beverage products are used prior to the best before date and that wastage is minimised.
- Undertake duty management duties on a rota basis.
- Assist other teams where necessary and maintain good working relationships across all areas
- Take on any other reasonable duties, or carry out requests necessary to assist in the smooth running of the Hotel and deliver the highest standard of service.

### **General Requirements**

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to guests.
- Respond professionally and pro-actively to any guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

### **PERSON SPECIFICATION**

#### **Experience**

- Significant Food and Beverage service experience, ideally within high-quality Hotel environment
- Experience of successfully engaging, managing and motivating a team to deliver the highest levels of guest service
- Experience of stock management
- Experience of hosting a busy service
- Experience of supervising, coaching and training staff
- Experience of working in both restaurants and bars would be desirable

- Experience of conference and banqueting would be desirable

### **Skills, Abilities and Knowledge**

- A passion for delivering exceptional levels of guest service with evidence of proven results.
- Excellent interpersonal and communication skills.
- Ability and confidence to set and communicate standards and to lead a team with enthusiasm.
- Ability to work on own initiative and pragmatically.
- Up-to-date knowledge and understanding of the food and beverage industry
- Ability to work under pressure with flexibility to effectively respond to different work situations.
- Strong knowledge of Workplace Health, Safety and Hygiene regulations, COSHH and manual handling good practice
- A good standard of literacy and numeracy
- A keen eye for detail, never compromising on standards and encouraging others to do the same
- Leads by example – inspiring, coaching and developing their team every day
- A basic knowledge of financials with willingness to learn and take on extra responsibility

### **Qualifications**

- Food Safety Level 1 (Basic Food Hygiene Certificate)
- First Aid certificate, or willingness to undertake
- GCSE Grade C (or equivalent) in Maths and English is essential

Version control: