



PLAS Y BRENNIN

JOB DESCRIPTION

Job Title: Bar Team Member

Location: Mountain Training Trust, Plas y Brenin National Outdoor Centre

Reports to: Head of Hospitality, EHS & Facilities

Working Hours: Annualised hours of 1872 per year, averaging 36 hours per week.

Job Overview

As a Bar Team Member, you will be responsible for day to day operations of the bar area, ensuring exceptional service standards and smooth daily operations. You will handle customer service, support daily operations.

Key Responsibilities

- **Customer Service:** Ensure high levels of customer service are maintained at all times. Handle customer concerns and complaints professionally.
- **Barista & Bartending:** Prepare and serve a variety of beverages, including cocktails and specialty coffee drinks. Demonstrate bartending skills, including cocktail mixing and drink presentation. Prepare coffee using an espresso machine, create latte art, and serve other hot and cold beverages to customers.
- **Compliance & Food Safety:** Ensure compliance with health, safety, and food safety regulations. Conduct regular checks to maintain cleanliness and ensure the bar meets legal and hygiene standards.
- **Inventory Management:** Monitor stock levels and report replenishment needs for supplies to maintain consistent operations.
- **Cellar Management:** Maintain the cellar to ensure proper storage, rotation, and availability of stock.
- **Training and Development:** Participate in training and support new team members, ensuring all team members are equipped with the necessary skills and knowledge.
- **Liaison with Events Team:** Work closely with the events team to ensure smooth service during events, including pre-event coordination and post-event feedback.
- **Managing Chefs and Coordination:** Liaise with the kitchen team to ensure food and beverage service runs smoothly, particularly during busy events. Ensure timely communication regarding menu details, dietary requirements, and service timing.
- **Communication:** Provide updates to the Head of Hospitality, EHS & Facilities on bar operations, customer service feedback, team performance, and any operational issues.

Person Specification

Qualifications and Training

- **Desirable:**
 - NVQ Level 2 in Hospitality or equivalent
 - First Aid Certificate

Experience

- **Essential:**
 - Minimum 2 years' experience working in a bar or similar hospitality role
 - Proven track record of providing high-quality customer service in a busy environment
- **Desirable:**
 - Experience working with event coordination and handling large-scale orders
 - Knowledge of promotional activities to increase sales
 - Experience in handling food and beverage services during events

Skills and Abilities

- **Essential:**
 - Bartending skills, including mixing cocktails, serving drinks, and maintaining a clean, organised bar
 - Barista skills, including espresso machine operation, brewing techniques, and latte art
 - Excellent communication and interpersonal skills
 - Proficient in customer service and conflict resolution
- **Desirable:**
 - Creative approach to developing promotional activities and increasing sales

Personal Attributes

- **Essential:**
 - Teamwork: Collaborative with all team members and other departments
 - Attention to Detail: High standards of service and bar management
 - Flexibility: Willing to work irregular hours, including evenings and weekends
 - Communication: Clear communication with staff, customers, and events teams
 - Problem Solving: Ability to handle unexpected issues calmly and efficiently
 - Customer Focus: Strong customer service skills, responding constructively to feedback

Other Requirements

- Willingness to undergo further training and professional development
- Ability to adapt and remain calm under pressure during busy service periods