

JOB DESCRIPTION: BAR AND KITCHEN ASSISTANT

Rate of Pay:	£8.21 per hour.
Term:	The post is offered as a zero-hour agreement.
Hours:	Various.
Period of Notice:	1 week.
Pension:	Sherman Theatre operates a qualifying workplace pension scheme.
Right to work:	The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006.
References:	Offers of employment are subject to the receipt of references that are satisfactory to Sherman Theatre.
Relocation:	The post-holder will be expected to live within commutable distance of the theatre.
Start date:	The post is available immediately.

Our café bar is open in the day time Monday – Saturday and on Sundays when there are performances or events. The Café Bar also opens for evening performances. For most evening performances, the bar remains open until the end of normal Licensing hours. The bar is normally licensed until midnight, and on certain occasions until 1.30am. Your shift will end once the bar has closed and been cleaned down to a satisfactory standard upon completion of inspection by a duty manager.

The number of hours that you would be required to work will depend upon the number of performances taking place at the Sherman. Therefore, the number of hours available will vary from week to week.

JOB DESCRIPTION: BAR AND KITCHEN ASSISTANT

JOB TITLE:	Bar and Kitchen Assistant
RESPONSIBLE TO:	Bar and Kitchen Manager, Bar and Kitchen Supervisor and Duty Managers
KEY WORKING RELATIONSHIPS:	House Manager, Marketing and Communications Team
LOCATION:	Sherman Theatre
WORKING HOURS:	Various in line with operating hours. Employment is offered on the basis of a zero hours agreement. Applicants must have flexibility to work evenings and weekends, including Friday and Saturday nights in particular, when these shifts are available.

JOB PURPOSE

To work as part of a team providing the highest quality of customer service, in a manner which is always approachable, friendly and inviting.

To ensure the safety and welfare of the building and to maintain the highest standards of customer care, appearance and working practices of the Bar and Kitchen team.

Championing exceptional levels of customer service, working with the Bar and Kitchen Manager and Front of House team to deliver customer service standards across all aspects of the company's interaction with the public.

To prepare and deliver food and beverages of a high quality in a manner observant of all health and safety regulations and Sherman's own policies and procedures.

To prepare beverages of a high quality in accordance with health and safety regulations and Sherman's own high standards.

To undertake training and be able to take on responsibilities in a way that exemplifies the company's values.

MAIN DUTIES & RESPONSIBILITIES

Deliver first class customer service at all times in accordance with Sherman delivery standards

- Display a good knowledge of events, prices, packages, promotional offers, activities in the building and programme changes in order to provide a comprehensive efficient service.
- Listen carefully to customers, gather feedback and follow company protocols and procedures, referring up where necessary.
- Ensure all leaflets and retail display are constantly fully stocked and displayed attractively.
- Follow requests of the person supervising your work.
- Work as part of the team sharing your knowledge with others.
- Attend training events to ensure you are able to undertake your responsibilities in a way that exemplifies the company's values.
- Attend and contribute to team meetings as required.

Flexibility

- Be prepared to work in any given area at any time.

Bar/Catering

Food Hygiene	To be aware of basic food hygiene procedures.
Food Preparation	To prepare items from the menu in line with prescribed methods and presentation
Drink Sales	The sale of bar drinks pre/post-show including interval orders.
Service	Taking customer orders for food and drink and the serving of drinks and plated meals to tables.
Stock replenishment	Ensuring all goods are available for sale and displayed appropriately. To take a proactive approach to short stock levels.
Transactions	To take payment via cash or card ensuring accurate reconciliation.

Cash handling	To take payment via cash ensuring accurate reconciliation.
Rubbish Collection	Keeping the Bar and Foyer areas clean and tidy before, during and after the performance.
Customer Care	Giving directions and knowledge about the events and the building.
Evacuation procedures:	Providing safe egress of the public in the event of an emergency.
Café/Bar Ancillaries	Ensure that the foyer is kept tidy by collecting glasses, crockery, cutlery and any other Café/Bar ancillaries and ensuring that they are cleaned in the relevant/appropriate dishwasher and returned to clean stock – especially during busy periods.

Understand, know and be prepared to conduct the procedures for the role of a fire officer at The Sherman Theatre

- Act calmly in all situations.
- Report all hazards to appropriate line-manager.
- Undertake training in role of Fire Officer if required.
- Be a key person in the evacuation process and acting as Fire Coordinator in an emergency or evacuation.

Maintain security procedures, observe company procedures for cash handling, banking and take all precautions against theft

- Take care in all transactions to minimise discrepancies and ensure you know the correct prices of products thereby complying with Sherman's audit procedures. Follow PCI and GDPR regulations to ensure compliance with associated laws.

Be aware of the systems and protocols in all areas of work

- Adhere to administration systems
- Accept appropriate individual responsibility for the observance, promotion and implementation of Sherman Theatre's policies on Equal Opportunities, Health and Safety, Customer Care and Licensing.

PERSON SPECIFICATION: BAR AND KITCHEN ASSISTANT

Must be available daytimes, weekends and some holiday periods. Applicants must be available to work at least one Friday and two Saturdays per month, although these shifts are not guaranteed. This post would ideally suit candidates who are outgoing, confident and positive and also have the following key skills and abilities:

ESSENTIAL

- *Experience of food preparation for the general public and relevant procedures and legislation.*
- *Knowledge of food hygiene regulations.*
- *Knowledge of allergen control.*
- *Good experience of bar work.*
- *Trained Barista.*
- *Experience of working in a pressured service environment.*
- *Excellent interpersonal/customer care skills: must be open, friendly and helpful.*
- *The ability to deliver a high level of customer care.*
- *The ability to work as part of a team.*
- *The ability to work unsupervised.*
- *The ability to follow instructions.*
- *The ability to respond positively to changes in the working environment and to deal with pressures within the role when they arise.*
- *To remain calm and professional under stressful situations.*
- *Conscientious: Bar and kitchen Staff have an important safety role.*
- *Good personal presentation: Bar and kitchen Staff represent the public face of Sherman Theatre.*
- *Flexible about working hours.*
- *18+ years of age.*

DESIRABLE

- *An interest in theatre.*
- *Ability to communicate in Welsh*
- *Previous experience of working in a theatre based environment.*
- *Willingness to undergo further training as needed.*
- *Personal License holder.*