

## JOB DESCRIPTION: BAR AND KITCHEN ASSISTANT

### Main purpose of role:

- 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.

### Reports to:

Bar and Kitchen Manager, Bar and Kitchen Supervisor, Duty Managers

### Key Relationships:

House Manager, Deputy House Manager, Marketing and Communications Team

### Agreement details:

<b>Rate of pay</b>	£8.91 per hour.
<b>Term</b>	The post is offered as a zero-hour agreement.
<b>Hours</b>	Varying dependant on operating hours. Flexibility to work evenings and weekends, including Friday and Saturday night in particular, when these shifts are available.
<b>Period of Notice</b>	1 week.
<b>Pension</b>	Sherman Theatre operates a qualifying workplace pension scheme.
<b>Right to Work</b>	The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006.
<b>References</b>	Offers of employment are subject to the receipt of references that are satisfactory to Sherman Theatre.
<b>Relocation</b>	The post-holder will be expected to live within commutable distance of Sherman Theatre.
<b>Start date</b>	The post is available immediately.

To apply for the post, please send a copy of your CV, along with a completed Application Cover Sheet and Equal Opportunities Monitoring Form to [Duty.Manager@shermantheatre.co.uk](mailto:Duty.Manager@shermantheatre.co.uk). You can download the Application Cover Sheet and Equal Opportunities Monitoring Form from our website: [www.shermantheatre.co.uk/jobs](http://www.shermantheatre.co.uk/jobs).

Please note that, in line with our environmental policy, we are only handling applications electronically.

## DUTIES AND RESPONSIBILITIES

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### 1. Customer Service:

- Deliver first class customer service at all times in accordance with Sherman Theatre's 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 and 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 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.

### 2. Flexibility:

- Shifts will be allocated towards Bar or Kitchen in advance, however be prepared to work in any given area at any time. Bar/Catering:

### 3. Bar/Catering:

- **Food Safety**  
To be aware of basic food safety procedures.
- **Food preparation**  
To prepare items from the menu in line with prescribed methods and presentation.
- **Drink Sales**  
To follow alcohol licensing laws and have a knowledge of Sherman Theatre's alcohol policies. 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.
- **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 appropriate dishwasher and returned to clean stock – especially during busy periods.

**4. Emergency and Evacuation**

- Understand, and be prepared to conduct the procedures for the role of a fire officer.
- Act calm in all situations.
- Report all hazards to appropriate line-manager
- Undertake training in the role of a fire officer.
- Be a key person in the evacuation process and acting as Fire Coordinator in an emergency or evacuation.

**5. Cash Handling and Procedures**

- Take care in all transactions to minimise discrepancies and have a knowledge of correct product prices to comply with Sherman Theatre audit procedures.
- Follow PCI and GDPR regulations to ensure compliance with associated laws.
- Act calm in all situations.
- Undertake training in the role of a fire officer.
- Be a key person in the evacuation process and acting as Fire Coordinator in an emergency or evacuation.
- 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 Licencing.

## PERSON SPECIFICATION: BAR AND KITCHEN ASSISTANT

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Successful candidates 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. Sherman Theatre is generally closed on a Sunday, however on certain occasions the Café Bar will be open when there are performances or events.

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.*
- *Knowledge of relevant procedures and legislation.*
- *Knowledge of Food Safety regulations.*
- *Knowledge of allergen control.*
- *Good experience of bar work.*
- *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 Assistants have an important safety role.*
- *Good personal presentation: Bar and Kitchen Assistants represent the public face of Sherman Theatre.*
- *Flexible about working hours.*
- *18+ years of age.*

### DESIRABLE

- *Trained Barista*
- *Experience of working in a fast-paced kitchen environment.*
- *An interest in theatre.*
- *Ability to communicate in Welsh.*
- *Previous experience of working in a theatre-based environment.*
- *Willingness to undergo training as needed.*
- *Food Safety Level 2 (or above) qualification.*
- *Personal Licence holder.*