

JOB DESCRIPTION

Job Title: Bar Manager

Department: Food & Beverage Service

Job Band: 5

Reports to: Director of Food and Beverage

Position Supervised: Bar Supervisor, Bartender, Waiters and Waitress

Job Scope

Under the general guidance and direction of the Director of Food and Beverage, or his/her delegate and within the limits of the Hotel's Policies and Procedures, the Bar Manager is responsible for coordinating the functions and activities of the Pool Bar ensuring smooth running of beverage service.

Key Relationships

Bar Supervisors, Waiters, Waitress, Colleagues and Guest.

Key Job Responsibilities:

- 1) Supervises the day-to-day functioning of all Bar Employees, facilities, sales and costs.
- 2) Ensures that minimum standard is set for the Bar; also ensures that operational stock levels are sufficient to maintain the minimum standards set.
- 3) Supervise, co-ordinates and directs the prompt, efficient and courteous service of Food & Beverage in the restaurant.
- 4) Assists in implementing and controlling the control mechanism by:
 - Controlling the billing procedures for all bars, by ensuring that drinks are properly accounted and paid for.
 - Ensure that daily summary reports are made and any cashiering irregularities are reported to the Director of Food and Beverage
- 5) Ensure adherence to Opening and Closing procedures as well as bill paying procedure
- 6) Conduct, under the guidance of the Food & Beverage Director and the Assistant Food & Beverage Manager, such functions as interviewing, hiring, employee orientation, on-the-job performance, coaching, counselling and suspension if necessary to ensure appropriate staffing and productivity.

- 7) Develops formal training plans and implements on the job training sessions for bar employees.
- 8) Participates in service as necessary in accordance with the requirements and practices of the Bar.
- 9) Ensures hotel grooming and appearance standards of the staff in the restaurant are met.
- 10) Conducts all administrative work required, including but not limited to:
 - Attendance records.
 - Duty Roster.
 - Guest index.
 - Log book
- 11) Performs other duties as may be assigned by your superior from time to time.

Self-Management

Ensure Compliance to the following:

- Hotel rules and regulations
- Grooming and uniform standards.
- Timekeeping and attendance policies.

Customer Service

Demonstrate service attributes in accordance with industry expectations and company standards to include:

- Being attentive to guests
- Accurately and promptly fulfilling guest requests
- Understand and anticipate guest needs
- Maintain a high level of knowledge which will enhance the guest experience
- Demonstrate a service attitude that exceeds expectations
- Take appropriate action to resolve guest complaints

- Be able to promote the hotel's products and services.
- Maintain a high level of product and service knowledge about all F&B activities.

Health Safety & Security

- Demonstrates an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety at the hotel
- Good Knowledge of emergency and evacuation procedures at the hotel
- Ensures all security incidents, accidents and near misses are always logged in timely manner and brought to the attention of the Director of Food and Beverage or his/her delegate as per the Safety Procedure of the Hotel.

Background, Skills and Experience

- A Bachelor's Degree in Hotel and Restaurant Management or any related course.
- Minimum of 7 years' experience with at least 3 years' experience as an Assistant or Supervisory role in a Five Star Hotel.
- Very Strong Knowledge of Food, Wine and Service
- Good Communication and Interpersonal Skills
- Ability to work under pressure and deliver on deadlines
- Good Planning and Organizing Skills
- He/she must be able to delegate and possess Leadership Skills
- He/she must be Detailed Oriented, show good problem solving skills and must be able to work effectively and efficiently in a team