

<b>Job Title:</b>	Bar Supervisor
<b>Reporting to:</b>	Bar Manager, Head of Hospitality, or Duty Managers
<b>Hours:</b>	35 hours per week, with evening work outside of these hours required in line with club opening times until 01:00
<b>Contract:</b>	Full Time
<b>Salary:</b>	£12.50 per hour
<b>Location:</b>	The House of St Barnabas, 1 Greek Street, W1D 4NQ
<b>Start date:</b>	ASAP

“Enter The House of St Barnabas - A public-minded private members’ club in London is demolishing stereotypes” – Dazed

### *Job description*

We are looking for a **Bar Supervisor** to engage with our guests and ensure we deliver a great customer experience from start to finish. You will play an integral part in motivating and supporting the team of bartenders and barbacks to drive efficiency and quality of service.

### *Responsibilities*

#### Driving efficiency

- Ensure all issues around Health and Safety, Food Safety and IT are appropriately dealt with and reported with all progress monitored and resolved promptly.
- Resolve all customer complaints in a timely manner to prevent further escalation and to ensure brand protection.
- Always looking for ways in which we can improve our function and drive further sales namely supporting with or running weekly training sessions on beverage pouring practice, cocktail mixing and up-selling.
- Developing and leading your teams by example and through means of demonstrating best practice, coaching and mentoring.
- Supporting the rest of the management team to help to deliver against company standards and
- Ensure and establish a mise en place that works in line with bar/ restaurant opening hours
- Deputise in the absence of the Bar Manager
- Cocktail menu development.
- Ensure the bar opening and closing lists are completed and the bars are cleaned.
- Assist with the wet stock take
- Review bookings and brief staff accordingly
- Support in staff meetings

#### Customer Service

- Promote and embed a customer focussed culture where teams are friendly, helpful and well presented to provide a high standard of service

- Always seek to improve levels of service and ensure all issues and complaints are dealt with professionally and promptly.

### Safe and Welcoming

- Ensure all compliance with legal requirements, House policies and procedures
- Ensure the Bar Team are delivering excellent customer service at all times
- Take corrective action and inform Management of any issues with performance
- Ensure quality of drinks are in line with House standards before being served
- Adhere to any Fire Safety and Health and Safety policies and procedures.
- Ensure all procedures around food safety and basic health and safety are understood by the Bar Team
- Adhere to House policies and procedures associated with banking, security and building access. Take immediate action when any breaches occur.

### Specific Job Duties

- Up sell drink & special promotions
- Contribute to marketing and promotion ideas
- Building a rapport with regular customers
- Record drink orders accurately and in a timely manner
- Ensure the Bars are sufficiently stocked for the business levels
- Prepare drink garnishes
- Present drink menus, make recommendations answering any questions regarding beverages.
- Maintain cleanliness in all areas of the bar including counters, sinks, utensils, shelves and storage areas.
- Prepare and serve alcoholic and non-alcoholic drinks in line with recipes
- Accurately process customer payments
- Arrange the bar into an attractive and functional display
- Ensure bar staff are fully briefed on daily activity
- Supervise the Bar Staff ensuring they maintain House standards and are working efficiently
- Guide & give on the job training to bar & floor staff

## *Person specification*

### *About You*

- Great customer service skills
- Well presented
- High attention to detail
- Flexible in your approach to daily tasks
- Be able to work at pace and manage a high volume of work
- Friendly and a great team player
- Excellent communicator
- Leader and mentor

### *Essential*

- Previous experience in a similar role
- Good working knowledge of cocktails, wines & spirits
- Excellent written and verbal communication skills
- Able to work late shifts & weekends
- Food safety level 2 or above

## *About us*

Our mission is to break the cycle of homelessness.

House of St Barnabas is a charity and private members club in the heart of Soho. We deliver our mission through our Employment Academy, through which participants experience a holistic programme of long-term support, helping them secure good work, a good home and a good network.

Underpinning our Employment Academy is our vibrant member's club based in our grade 1 listed building, right in the heart of Soho.

We fund our work through the profit we make from our club alongside innovation in fundraising.

We have exciting plans. For our model to work, we aim to run an outstanding private members club; bringing together a diverse community of creative people who care about social change. We want them to experience an engaging offer of culture and events that entertain and enlighten, a vibrant atmosphere and high-quality food and drink.

## *Commitment to inclusion*

We're an equal opportunities employer. And proud of it. Every applicant and employee is afforded the same opportunities regardless of race, colour, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender, gender identity or expression. This will never change.

## *How to apply*

Please send a brief covering letter outlining why you would be suitable for this role together with your most recent CV to [trefor.pollard@hosb.org.uk](mailto:trefor.pollard@hosb.org.uk)  
Closing Date: **Monday 18<sup>th</sup> October, 5pm.**

As part of your application, you should also complete the following diversity and equality monitoring form: <https://www.surveymonkey.co.uk/r/NLJW9L5>.

You can take a look at how we use your personal data here: <https://hosb.org.uk/privacy-policy/>.

We will endeavour to reply to all applicants but due to the volumes of applications this may not always be possible.