

JOB PROFILE

Job Title:	Casual Bar and Events Assistant
Service Area:	Hitchin Town Hall and North Herts Museum
Grade:	1
Reporting Manager:	Events Team Leader/Operations Manager/Duty Manager/Catering Manager.
Direct reports:	None

Job summary:

To assist the Duty Manager in the operation of the Food and Beverage service at Hitchin Town Hall. To provide a professional, friendly and efficient service to customers whilst ensuring food hygiene standards are maintained at all times.

Key responsibilities:

To prepare and serve beverages to the general public in a pleasant and professional manner.

To operate the bar and till as required.

To prepare the bar for opening and closing down

Maintain procedures and systems regarding ordering, delivering and storage.

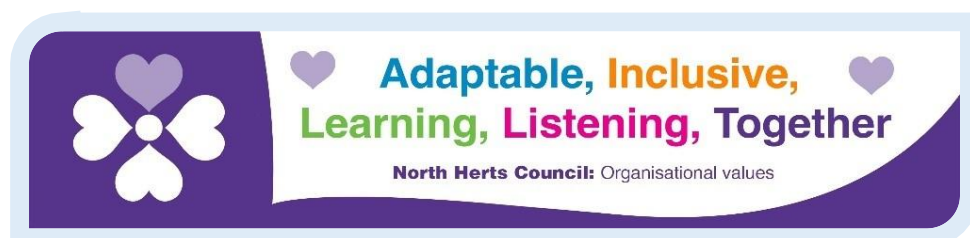
Maintain adequate stock levels to ensure goods are always available, ensure stock rotation on a daily basis to maintain quality and prevent wastage, ensure stock is stored at the correct temperature and displayed to conform to good practice and meet customer expectations.

To assist the Catering Manager when required to provide a high standard food service during events and functions.

Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](http://north-herts.gov.uk)

Key Requirements:		Essential desirable
Qualifications:	Level 2 Literacy and Numeracy – GCSE or equivalent	E



Job related experience & knowledge:	Experience of dealing with people in a polite and friendly manner.	E
	Basic knowledge of bar and catering procedures and relevant legislation including health and safety	D
	Experience of serving customers	D
	Experience of serving food, alcohol / non-alcoholic drinks	D
	Experience of working at large events	D
	Experience of taking digital payments.	D
	Previous experience within a fast-paced food and beverage department	D
Skills & attributes required for the role:	Able to handle card payments and operate a till	E
	Able to serve alcohol / non-alcoholic drinks	E
	Good organisational skills	E
	Good timekeeping skills	E
	Ability to prioritising workload effectively	E
	Ability to interact well with all members of the public in a polite and friendly manner	E
	Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role.	E
	Ability to work well under pressure	E
Other:	To be able to work evenings and weekends	E
	Must be over 18	E

Signed.....

Date.....

