



Zion Bar Assistant Job Description

Reports to: Events and Programme Manager

Job purpose

- Support the Events and Programme Coordinator and Bar Team with the running of the bar and events
- Deliver excellent customer service in order to maintain and improve the overall customer experience
- Have a positive can do attitude which resonates throughout the team

Responsibilities

Operations

- Support the operations of the bar and events including:
 - Dealing with customer queries, requests and any issues that may arise
 - Taking orders, operating a till and serving drinks
 - Washing glasses/dishes, clearing and wiping tables
 - Cleaning and tidying of bar area
 - General cleaning, tidying and washing up (around the cafe/bar, kitchen, tables, floors and toilets)
 - Set up and pack down of events
 - Guest liaison and customer care
 - Checking in attendees for events, taking ticket sales, greeting private party hosts and aiding facilitators for their event in the space.
- Ensure building is used in a respectful manner and users of building/neighbours are considered in line with licensing requirements
- Work in a way that ensures the health and safety of everyone within the bar environment
- Liaise with Events and Programme Manager to ensure smooth handover for events and stock checks

- Undertake any other reasonable task e.g. stocktaking, overseeing caterers, re-replenishing snacks, storing cake appropriately after events and errands to maintain the bar operation such as using the Zion card to buy more milk.

Standards

- Demonstrate the values of Zion at all times, and to cross-promote our other services and events
- Work within the policies and procedures to ensure exceptional standards of cleanliness (customer area as well as bar serving area), quality and availability of food and drink and record keeping
- Maintain and adhere to all food hygiene standards, alcohol licensing, first aid, fire, and health and safety guidelines
- Adhering to the opening and closing checklists, reading and following the event form for the shift and passing on end of shift information directly to the Events and Programme Manager

Customer service

- Provide excellent customer service and have a caring attitude towards customers so that they feel valued and welcome creating an inviting atmosphere for customers
- Build relationships with customers and ensure that they receive a consistently high standard of customer service

General

- Be an active member within a team of staff and volunteers
- Be punctual, polite, approachable and helpful
- Show enthusiasm and promote positivity
- Be flexible to support the needs to the business
- Undertake relevant training when necessary

Expected outcomes

- A welcome safe space for visitors to the venue
- Successful events with happy guests
- Clean and efficient workplace
- High health and safety and hygiene standards

It is in the nature of the work at Zion Community Space that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of

duties the post-holder will perform in line with the remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.