

# Bar

## M A N A G E R



### OVERVIEW

We are seeking a Bar Manager for our client, a hotel in County Wicklow.

You will ensure the professional and profitable running of the Hotel Bars whilst maintaining the highest standards of customer care.

39 hours week subject to a 7 day rostering structure. Work shifts to meet the needs of the bar. Reasonable extra hours will be required.

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### RESPONSIBILITIES

#### FINANCE / BUDGETING

- To negotiate supplier contracts and receive bar stock in a secure, controlled manner.
- Planning and implementation of promotional events
- Ensure TMS is completed for your department as required
- Manage and carry out effective stock control, stock rotation and maintain appropriate stock levels
- Maximise revenue and upselling, setting objectives and targets, achieving those for beverage unit/bar
- Look for ways to reduce costs without compromising the customer experience.
- Maximise the usage of the bar computer system
- Ensure and maintain security of cash, credit cards and reception floats. Assure all transactions & banking conducted with no variance.
- Complete Daily, Weekly, Monthly reporting and adhere to company accountancy standards
- All Budget Prep and Presentation
- Provide Director of Hospitality with Margins and GPs
- To control wage costs in line with budgets, deliver wage forecasts

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### RESPONSIBILITIES

#### TRAINING / DEVELOPMENT

- Complete all relevant employment & HR Forms in relation to Company requirement regarding your team
- Carry out training with new & current team members
- Ensure customer accounts are settled in full in a timely manner
- Become familiar with the operation of the bar computer system
- Ensure adequate staffing levels for your department
- Motivate staff and develop their ability to anticipate customer needs
- Develop, update and adhere to the SOP for your Department.
- Develop, maintain and implement appropriate recorded training for your department including departmental induction and SOP
- Develop and maintain a team structure in the bar
- Implement appropriate initiatives to maximise staff morale
- Ensure suitable communication systems are in place
- Implement company HR policies including but not limited to recruitment and selection, grievance and discipline, performance appraisal, communication, and reward management
- Attend management meetings
- Take part in company internal and external training as required

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### RESPONSIBILITIES

#### **CUSTOMER SERVICE**

- Ensure customer needs are anticipated and satisfied to the high standards
- Develop, maintain and implement appropriate policies and procedure to support high standards of customer service and anticipation of guest needs.
- Promote a helpful and professional image to the guest
- Handle guest complaints in a professional and helpful manner
- Be fully aware and adhere to liquor and tobacco licensing legislation
- Monitor cleanliness and hygiene of the bar area
- Manage and develop food service with the Restaurant Manager and Head Chef within the Bar area

#### **COMMUNICATION**

- Carry out any reasonable requests by Management
- Carry out Duty Management shift
- Weekly attendance at the HOD meetings will be required
- Ensure all areas of the hotel are GDPR compliant