

JOB DESCRIPTION

Post: Bartender

Department: Tate Eats

Reporting to: Catering Managers and Supervisors

The Company: *Tate Eats is a wholly owned subsidiary of Tate. Our activities vary from providing a restorative cup of tea to a weary visitor, right the way through to Eats for special events being held by Tate's corporate sponsors.*

Our aim is to be the market-leading caterer within the arts and to consistently provide outstanding food, drink and service at the four Tate sites and the other sites within our business.



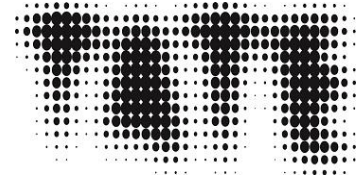
The Disability Confident Scheme

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Symbol.

Purpose of the Job: Contribute to Tate Eats' aim to deliver exceptional service by preparing and serving impeccable alcoholic and non-alcoholic beverages and helping to maintain a welcoming, clean and safe environment

Main Duties and responsibilities:

- Prepare and serve alcoholic and non-alcoholic drinks as per customer orders and drinks orders from servers, consistent with Tate Eats standards
- Provide a friendly and courteous service to all customers in the Bar
- Update own product knowledge to confidently describe drink choices
- Keep updated in the latest drink trends
- Maximise sales through up-selling and suggestive selling



- Communicate customer complaints or concerns to the manager on duty
- Record and accurately process orders using the POS system
- Accept customer payments, process credit card charges and cash payments accurately
- Prepare garnishes for drinks
- Maintain bottles and glasses in an attractive and functional manner to support efficient drink preparation and promotion of beverages
- Report all equipment problems and bar maintenance issues to a supervisor
- Wash and sterilise glassware
- Maintain cleanliness in all areas of the bar including counters, sinks, utensils, shelves and storage areas
- Assist the restocking and replenishment of bar inventory and supplies
- Set up and break down the bar to standards set by Tate Eats
- Participate in regular stock takes and ensure stock is ordered effectively
- Protect the security of the stock in the cellar and behind the bar
- Ensure that deliveries are correct and received in accordance with company procedures and that the security of stock is maintained and waste minimal
- Adhere to Tate's management of health and safety standards
- Adhere to and take ownership for the correct completion of checklists
- Ensure all relevant legislation is adhered to such as food hygiene, licensing regulations and health and safety, including all relevant risk assessments, acting as necessary to adhere to these

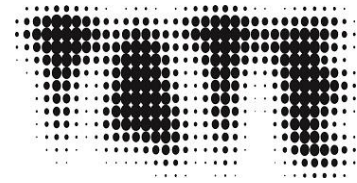
The New EU regulations on Food Allergens means that Tate Eats has a legal responsibility to provide the correct allergen information within the ingredients that is in the food we make for Tate customers. You are required by law to be aware of all the daily allergen information, given to your Manager by the Senior Head Chef and Supervising Chef and communicate this to customers, upon request.

Tate is proud of its commitment to diversity which is set out in our Tate for All strategy. This strategy aims to improve diversity at Tate through a process of organisational change and to make diversity part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity as part of their role



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Person Specification

Experience and skills

Essential:

- Previous experience as a bartender
- Awareness of alcohol licensing regulations
- Growing knowledge of wines, cocktails and spirits
- Fluency in spoken and written English
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Professional attitude and appearance at all times
- Ability to work at pace, under pressure and unsupervised at times
- Demonstrates a flexible, pro-active approach and willingness to operate wherever help is needed
- Availability to work on a rotational basis, including weekends and some evenings
- Ability to spend most of your shift on your feet
- Prompt timekeeping and good time management
- An interest in the aims, services and products of Tate Eats

Desirable:

- WSET qualifications
- Awareness of the requirements of Food Allergen Regulations

Key Competencies

- Is passionate about own contribution to Tate
- Carries out role with honesty and integrity
- Maintains performance under pressure
- Participates positively and fully in the team
- Able to engage with people from all levels and backgrounds
- Supports Tate's Dignity and Respect policy in all of their activities
- Has a 'can-do' attitude
- Contributes ideas
- Open to feedback from others



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