

Bar Manager

Job Description

Overview of the Role

The Bar Manager is responsible for all operational elements of the bar to a high standard, as well as having financial responsibility for the Beverage budget management and product quality. The Bar Manager is Head of Department of the bar team and oversees all aspects of their hiring, training, development and working environment.

Reporting Lines

Direct - General Manager

Strategic - Operations Manager, Operations Director, CEO

Specifics of the role

- > Hospitality
 - > Guest service
 - > Product Quality
- > People
 - > Team welfare
 - > Training and Development
 - > HR
 - > Health and Safety
- > Financials
 - > Labour cost
 - > Stock control
 - > Revenue driving
 - > Beverage Gross Profit Management

HOSPITALITY

Guest Service

- > Ensure adherence to service standards by full team
- > Enhance and maintain culture and practice of regular guest care
- > Ensure guest complaints are followed up in an appropriate and timely manner
- > Lead by example in service in regards to ethos of 'above and beyond' hospitality, including recommendation of products in line with 'right product to right guest'
- > Drive spend per head without compromise of guest experience

Open Table Management

- > Uses Open Table to capture data points on guests so as to drive regular care best practice and enhance guests' experience

PEOPLE

Team Welfare



- Conduct bar team appraisals at relevant point in the year, supplemented by frequently occurring, less formal reviews such as one-to-ones and ‘Coffee Chats’ with team members
- Ensure bar team rotas and holidays are managed effectively to best serve team
- Enhance EPIC values and culture through reward and recognition practices
- Ensure effective communication practices are in place for efficient communication of business information

Training and Development

- Responsible for succession planning of team and subsequent management of team hiring
- Manages all process in and around recruiting for team members to ensure suitable team members are hired
- Support Training Champion in coordination of training for: EPIC Generation; and in-house training, helping to drive training focuses as dictated by service and business needs
- Have formalised training plans in place for key team members who are being developed for progression opportunities
- Attend EPIC Masters sessions to 100% completion of modular content
- Ensure 100% brief attendance of key bar team and uses briefs as daily mini-training sessions on relevant service or product topics
- Has a pipeline of internal talent within bar team that is engaged and mentored to progress within site and/or ETM Group

HR

- Ensures accurate on-boarding of new site starters in efficient and timely manner
- Ensures Keesing is completed in advance of new site starters first shift
- Manage disciplinary and grievance procedures in an efficient and timely manner in accordance with company policy
- Ensures accurate payroll processes happen in accordance with company deadlines
- Operates best practice processes in recruiting according to EPIC criteria, to optimise candidate experience and minimise turnover due to poor recruiting

Health and Safety

- Ensures a safe working environment through adherence to company policy and maintenance of bar area in collaboration with approved contractors
- Ensures timely follow up on bar recommendations from EHO or Surefoot
- Ensures strict adherence to allergens policy and procedure
- Ensures accurate and timely follow up on any accidents or incidents occurring on site

FINANCIALS

Labour Cost

- Drives effective ‘Time and Attendance’ process by team members to maintain accurate labour logs
- Uses Fourth Labour Productivity system to rota accurate staffing levels according to forecast
- Is reactive to sales fluctuations during the week without compromising guest service, labour % or sales opportunities

Stock Control





- Deliver site GP through driving effective stock management practices and accuracy in stock count and reconciliation

Revenue Driving

- Drives top line beverage and bar food sales through appropriate sales incentives to increase Spend Per Head
- Drives top line beverage and bar food sales through continuous training to increase knowledge and sales potential of bar team
- Drives top line beverage and bar food sales through efficient service that does not compromise guest experience
- Works with management and marketing to highlight relevant revenue driving opportunities linked to specific sports days and/or local events and plans how to maximise sales opportunities appropriately

P&L Management

- Manages relevant departmental lines of P&L (whether through direct responsibility or delegation) to ensure budgets are not overspent
- Drives delivery of EBITDA through revenue driving and / or controllable costs

EPIC SUCCESS MEASURES

EXCELLENCE

- Delivers excellence in all standards and KPIs

PASSION

- Inspires and drives passion to wider team through own passion and expertise

INTEGRITY

- All business and people decisions are driven by ethos of fairness, respect and honesty

CHALLENGE AND INNOVATE

- Consistently drives change to areas of the business that can be improved for the benefit of guest, team and revenue

