



BAR MANAGER

JOB ROLE
REQUIREMENTS

**CREATING UNIQUE & MEMORABLE EXPERIENCES
FOR OUR GUESTS & TEAM**

BARTS

Maggie's

*Bunga
Bunga*

CAHOOTS

MR FOGG'S

THE LONDON
**GIN
CLUB**

**CONTROL
ROOM**

AIMS & RESPONSIBILITIES:

- **Ensuring efficient operations:** Ensure the smooth and efficient operational running of the venue during your shifts. You will need to maintain an excellent guest experience by leading the floor team, handling guest complaints & issues whilst ensuring a consistently high quality of products at all times.
- **Providing excellent guest experiences:** You must ensure that all guests are happy with their experience during your shift, from the quality of the drinks and food to the level of service they receive from the team.
- **Maintaining a clean and safe environment:** Ensuring the full venue is clean and well-maintained, and that all safety procedures are followed to prevent accidents or injuries. At the end of your shift you will be responsible for securing the venue following end of night procedures.
- **Maximising profitability during your shift:** This is achieved by managing costs, minimising waste, encouraging upselling & cross-selling to increase sales & spend per head. You will also be responsible for overseeing cash & credit transactions, ensuring that all financial transactions are recorded accurately & cashing up at the end of the shift.
- **Cocktail creation:** The development & delivery of a annual cocktail menu in line with brand partnerships & venue concept guidelines as well as activation menus throughout the year.

REPORTS TO:

General Manager

WORKING SCHEDULE:

The role is 45 hours a week in 5 days across the entire week. Your working week shift patterns are likely to be 1.5 day shifts & 3/4 middle shifts or venue closes. As late night bar operators, working past midnight when closing the venue is a requirement of the role. When running a shift you are required to be present front of house at all times, either on the floor or behind the bar. Any back of house responsibilities will need to be carried out during scheduled back office time to be organised with your General Manager.

PLACE OF WORK:

Central London. The first 2 weeks of your induction will be held in a venue different to your own. Following this, you will be usually be based in your home venue.

PERKS

- Monthly bonus linked to your sites Gross Margin performance
- Competitive pay, pension scheme & additional holiday accrual with tenure
- Multi level development programmes to foster internal talent
- Annual management trips & conference
- Nightly tabs available across all venues
- Regular company socials & events
- Access to the CODE hospitality app
- Every staff member provided a staff meal for every shift worked
- Access to our Employee Assistance Programme Hospitality Action



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SKILLS & QUALIFICATIONS:

- Minimum of 2 years holding a bar manager position in a wet led, cocktail focused venue
- Holder of a personal licence
- **Passion & drive:** To develop knowledge of product, hospitality, management & the bar industry
- Naturally organised, creative & outgoing
- **Leadership:** Leads from the front and by example. You must have the ability to support, encourage & motivate.
- **Creativity:** Cocktail & menu development sits squarely with you, you need both the product & technical knowledge as well as creative flair to deliver industry leading menus
- **Skilled Communicator:** Our culture is people centric therefore effective communication is a must. The ability to communicate clearly and efficiently with your staff & guests is crucial.
- **Guest Experience Guru:** Creating unique & memorable experiences is at the heart of what we do, your ability to provide a consistently excellent Guest Experience is critical to the role.
- **Passion for the industry:** Constantly curious for exploring new industry trends, techniques & flavours. You must be the most knowledgeable person in the venue with regards to product.
- **Time management & organisational skills:** Our bars are fast-paced & high quality, the ability to prioritise tasks and manage your schedule effectively is key to smooth shifts & successful stock management.

ROLE SPECIFIC DUTIES

GUEST EXPERIENCE:

- Assume responsibility for maintaining, driving & delivering consistent & quality drinks
- Ensure the steps of service are being followed at all times
- Drive and develop brand story and maintain brand identity
- Support the delivery of venue experiences to enhance the guest experience
- Maintain and develop relationships with key clients, learn names & personally recognise regular guests
- Be responsive & helpful with regards to off menu requests
- Support the team with being able to confidently make recommendations and expand their knowledge
- Deal with any complaints, issues, altercations & incidents according to company guidelines ensuring, where possible, our guests & staff are kept happy
- Solicit, record and utilise customer feedback
- Forensic focus on product standards & consistency
- Notify senior management on shift whenever a guest is not 100% satisfied with their experience

VENUE MANAGEMENT:

- Ensure impeccable presentation of venue, bar, staff and self at all times
- Ensure the bar is always set up & stocked according to venue expectations & standards
- Ensure all licensing conditions adhered to and the venue runs legally at all times
- Ensure the venue runs in line with legal obligations in order to pass any authority visit
- Ensure all cleaning schedules are being completed to standard
- Complete and pass all relevant & compulsory training courses both full day courses and online
- Comply with all relevant food legislation and HACCP regulations
- Attend and be prepared for all scheduled meetings
- Ensure all back of house paperwork under your control is kept up to date & completed to company standards
- Process all invoices for ordering you control in a timely manner and inline with company policy
- Maintain all company policies and standards at all times
- Ensure the venue opens & closes in alignment with premises licence & agreed trading times

PEOPLE:

- Lead from the front, innovating and striving for excellence in the bar team
- Maintain a good working relationship with colleagues and management team
- Cooperate closely with the team & other venue managers to ensure drinks are dispensed promptly at all times
- Support in the delivery of informative and engaging daily staff briefings when on shift
- Working with the bar team to reach set targets
- Ensure the bar staff are adhering to opening and closing checklists
- Ensure that yourself and all team members are abiding by the house rules at all times
- Assist in the recruitment of bar team members
- Be proactive with recruitment and probations ensuring high standards are consistently met
- Support your Venue Training Champion with all new starter inductions & compliance training
- Lead & deliver team product training aiming to constantly improve product knowledge
- Support team member succession planning
- Carry out regular informal catch ups with your team members ensuring you are aware of all struggles & issues in the team
- Highlight any team issues to the General Manager in order to manage them proactively
- Ensure the bar rota is completed meticulously balancing both the business needs with team requests & working patterns
- Adopt a people centric mindset

BAR & PRODUCT:

- Stay up to date with industry trends & ensure the offer is in line with guest expectations
- Ensure cocktail presentation & taste is always consistent through regular training
- Report any guest product feedback to the bar manager to support in the delivery of consistent drinks
- Lead the creation and delivery of the annual cocktail menu in line with brand partnerships, including team training & launch
- Lead seasonal/brand partner menu activations including promotion & training
- Forensic focus on drink, consistency, quality, presentation and delivery standards
- Carry out monthly stock takes ensuring any variances are investigated, reported & rectified
- Place wet orders in line with supplier cut off times & delivery schedules ensuring the bar is always adequately stocked
- Place wet orders in line with par & trade levels to ensure a minimal holding stock at all times
- Process all invoices accurately & timely according to company procedures

SALES DRIVING & FINANCIAL CONTROL:

- Have an equal focus on sales and cost control
- Work with the management team to ensure stock is managed & recorded accurately
- Constantly be working to reach agreed sales targets
- Ensure all wet ordering & rotas are informed by and in line with sales forecasting
- Work to identify new sales opportunities in order to expand and maximise the business
- Monitor sales performance and analyse data to identify areas for improvement
- GP – control costs, wastage & stock on the bar in order to meet targets
- Monitor & minimise wastage
- Manage & monitor the offering of complimentary items ensuring its use only when necessary
- Foster a culture of excellence, teamwork, and guest-centric approach to sales