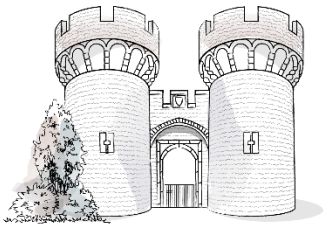
Recruitment Pack



COOLING CASTLE BARN

EST. 1995

THE FIRE STATION BRASSERIE

THE VINES

About Us

We are a company that is wholeheartedly about giving best in class hospitality. Comprising of three venues:

- **Cooling Castle Barn, Cooling, Hoo Peninsula**

COOLING CASTLE BARN
EST. 1995

- **The Fire Station, Chatham**

THE FIRE STATION BRASSERIE

- **The Vines of Rochester, Rochester**

THE VINES

Each has a unique, interesting, and different presence in the local hospitality industry. However, the one thing that is importantly consistent across venues is our people's inherent belief in creating great customer experiences and seeing each individual (whether a team member of customer) for who they are and how they wish to be treated.

Although every role is advertised at a specific venue, from the start you will be required to work with different team members at different venues. We know this creates an exciting work environment for you, and the opportunity to expand your knowledge & skill set.

We promise a value system based on creating an inclusive working environment, we expect individual accountability, but we will always take the time to provide all the training needed. We look to find the best in every single member of the team.

Job Description

Dept/Team: Bar Tender - within the front of house team	**Location:** Rochester, although travel to all 3 sites will be required
Hours: 35 hours per week including evenings, weekends, and public holidays	**Duration:** Permanent
Responsible To: Shift Supervisor	**Responsible For:**
Works With/Key Contacts: All front of house colleagues Kitchen team Reception team Senior Management	**Salary:** Up to £9.80 p/h OTE

Main Purpose of the Role

We are looking for an enthusiastic Bartender to provide an exceptional hospitality experience. Bartenders will be expected to create classic and innovative drinks exceeding customers' needs and expectations.

This includes:

- Providing a positive and friendly guest experience by interacting with guests.
- Planning drink menus and informing customers about new beverages and specials.
- Taking inventory and ordering supplies to ensure bar and tables are well-stocked.

Responsibilities/Objectives	Approx. % of time
Customer Service: • Welcoming customers, listening & interpreting customers preferences to determine beverage options, making recommendations, and taking & preparing drinks orders. • Limiting customer problems by (when necessary) restricting alcohol intake and attempting to curtail inappropriate behaviour. • Preparing and serving appetisers, snacks or other food items for customers at the bar.	70%
Cash Handling: • Handling cash, credit and debit card transactions, ensuring charges are accurate and retuning correct change to guests, balancing the cash register. • Balancing cash receipts at the end of the evening	10%

Stock Control & Bar Presentation: • Taking inventory and ordering supplies to ensure bar and tables are well-stocked. • Organising the bar area to streamline drink preparation and inventory. • Keeping a well-stocked bar with an adequate supply of beer, wine, spirits, mixers, ice, napkin, straws, glassware and other accessories. • Arrange glasses and bottles into attractive and functional displays • Cleaning the bar, tables, chairs and work area to maintain a sanitary environment.	10%
Legislative requirements: • Checking identification to ensure customers are the legal age to purchase alcohol. • Adhering to all food safety and quality regulations. • Complying with all food and beverage regulations.	5%
Menu planning: • Planning drink menus and informing customers about new beverages and specials. • Developing new cocktail recipes.	5%

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

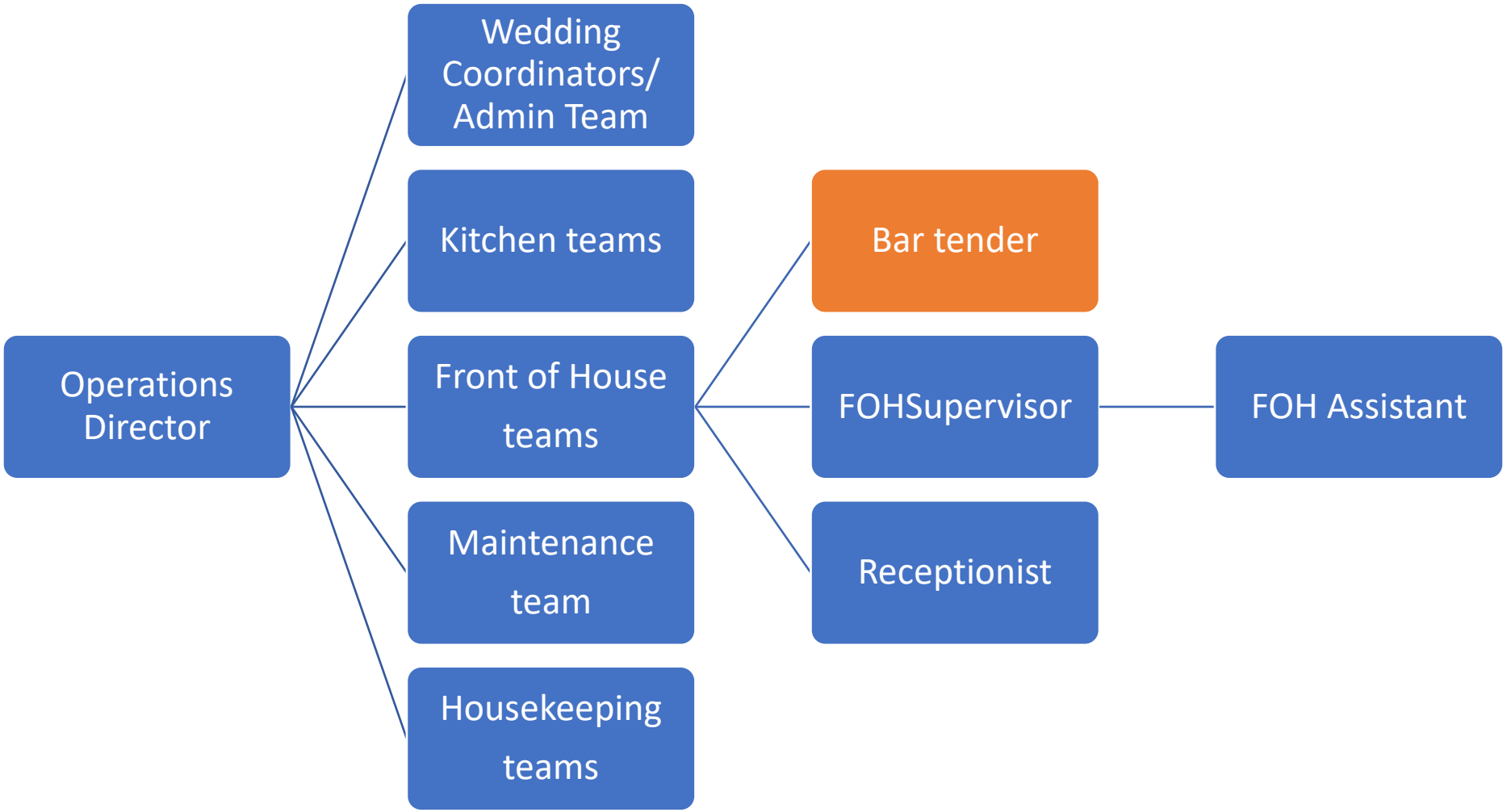
Person Specification

Job Specific	Proven work experience as a Bartender
	Positive and engaging personality and professional appearance. Excellent communication skills, comfortable working with members of the public.
	Excellent knowledge of in mixing, garnishing and serving drink
	Meets minimum age to serve alcohol.
Core Skills	**Literacy, Numeracy and IT skills** Excellent spoken English, comfortable working with numbers
	Communication skills Exceptional interpersonal and communication skills, must be able to read peoples body language and engage professionally and appropriately. Must be able to work as part of a team across all venues, interacting with staff and managers in an appropriate, courteous and responsive manner. Able to communicate effectively & appropriately across all other departments and with all managers.

	Empathy & Resilience Ability to show empathy and be resilient when dealing with colleagues & customers.
	Time management Strong task and time management abilities. At peak service times, must feel comfortable delivering under pressure whilst maintaining a positive attitude

Values	**Integrity** - Acting with integrity – maintaining an open and honest attitude. - Having loyalty towards the company & each other
	Respect - Respecting internal & external customers at all times & behaving with emotional intelligence. - Treating everyone as an individual, understanding everyone has strengths and weaknesses. - Work together to overcome problems, a blame culture will not be tolerated. - Maintaining a sense of pride & accuracy in your work
	Community - Fulfilling the shifts allocated to you, understanding the negative impact of unauthorised absence on the rest of your team. - Show flexibility & willingness to help customers, team members & the management team. - Maintaining a positive can-do attitude, even when under pressure - Going the extra mile to deliver above and beyond what's expected - Encourage energy & fun through your actions and behaviours in the workplace.
	Commercial - Speak up - Always look for ways to improve the product we deliver, give feedback in an honest, candid & respectful way. - Be a proactive problem solver.

Position in the Company:



Staff Benefits

We offer our staff a wide range of benefits to reward them for the value that they bring to Battersea, to support them in their work, to help improve their health and wellbeing, and maintain a healthy work-life balance.

We intend to offer these benefits on an ongoing basis but may amend or withdraw them at any time.

Pension Scheme

Our group personal pension scheme is available to all members of staff. New eligible staff will be auto enrolled into our pension scheme in their third month of employment, if they meet the eligibility criteria, at our standard rate of 5% staff contribution, 3% employer contribution.

Annual Leave

Staff are entitled to 28 days annual leave including bank holidays (pro-rata for part time staff)

Discretionary Profit Share

In years where the company has had a successful year, on a discretionary basis, an additional bonus is paid to staff.

Gym Membership

The company will make a 50% contribution towards membership of The Gym in Strood, or an equivalent amount at a Gym of your choice.

Cycle to Work Scheme

We offer a Cycle to Work Scheme to encourage health and fitness. This enables you to save up to 40% of the cost of the purchase of a bike and safety equipment, up to a maximum value of £1,000 including VAT, by having this cost recovered from salary over a 12-month period and so saving tax and National Insurance on this cost.

Paid Maternity Leave

All pregnant staff are entitled to up to 52 weeks' maternity leave regardless of length of service. These are paid under Statutory Maternity Pay guidance.

Paid Paternity Leave

Fathers to be or staff who will share the responsibility with a partner for bringing up a child, may have the right to Statutory Paternity Leave and Pay.

Employee Assistance Programme

We offer a Staff Assistance Programme to all staff free of charge. It offers completely confidential and impartial support, information, and counselling service to staff on legal, financial, debt management and emotional issues.

Sabbatical Leave

Staff who have worked with us for five years or more can request six months unpaid sabbatical leave for personal or professional development, such as learning new skills or travel.