

ROLE PROFILE

Bars Manager	
Reporting to:	Head of Beverages
<p>Role purpose:</p> <p>To lead a team to deliver the best possible experience in our bars and pubs for our owners and holidaymakers</p>	
<p>Responsibilities</p> <ul style="list-style-type: none"> • Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • Lead and supervise the bars team to deliver service excellence at all times • Ensure team has great knowledge of the products • Train the team to look for opportunities for incremental sales (upselling) • Ensure all public areas are clean and safe • Where team members are unable, resolve any complaints in a polite, empathetic and calm manner, ensuring owners and holidaymakers are delighted at the outcome • Manage the business aspects of the bar, such as keeping a current alcohol license, working with suppliers, taking inventory, and reordering supplies, managing budgets, and setting goals. • Recruiting and training team members to provide excellent service to patrons. • Creating effective schedules and quickly resolving conflicts to ensure that bar is well covered during peak hours. • Setting and enforcing quality and safety controls. • Planning and taking part in promotional events. • Diffusing tense situations between guests or team members to prevent possible safety or legal issues, informing security team, if needed. • Maintaining a fun, safe atmosphere for all owners and holidaymakers 	

<p>Progression in role:</p> <p>Entry</p> <ul style="list-style-type: none"> • Good spoken and written English • Personable • Strong interpersonal skills • 1+ years hospitality leadership experience • Able to work weekends and unsociable hours • Computer literate • Numeracy skills • Physically fit 	<p>Training for role</p> <p>Company orientation and induction General health and safety Fire safety Food hygiene level 1 Food allergens Selected S.E.T. modules Cove Leader GDPR</p>
<p>Competent – three months</p> <ul style="list-style-type: none"> • Team performance meets expectations for service quality, speed of delivery. 	<p>Selected S.E.T. modules Performance management Handling confrontation</p>

<ul style="list-style-type: none"> • Team demonstrates high levels of hygiene and clean environment i.e. surfaces, glasses etc. • Daily briefings with bars team to plan service • Regular contact with suppliers to keep appropriate levels of stock items • Takes a 'hands-on' approach when required • Works well with the team • Has extensive knowledge of the park and its services • Presents a positive and friendly welcome to owners and holidaymakers at all times • Where team member is unable, takes full ownership and works with guests to resolve complaints • Actively trains and encourages team to promote products and incremental sales • Organised and calm during busy service times 	<p>Budgets Diversity and Inclusion</p>
<p>Advancing</p> <ul style="list-style-type: none"> • Is able to assist challenging, confrontational guests • Team exceeds targets 	<p>Handling confrontation Selected S.E.T. modules</p>
<p>Excellence</p> <ul style="list-style-type: none"> • Actively trains and coaches new team members • Suggests practical improvements to workings or department or service 	<p>Coaching and mentoring</p>
<p>Key measures</p> <p>Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Team survey Owner survey Food and beverage sales Complaint ratio</p>	