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## Bar Manager Job Description

**Position:** Bar Manager

**Location:** Balmoral Golf Club

As the Bar Manager at Balmoral Golf Club, you will be responsible for the overall success and profitability of the bar. You will oversee a range of duties, including administration, leadership, staff training, and ensuring the smooth day-to-day operations of the bar. Your goal is to create an excellent experience for members and visitors, ensuring high standards of service, quality, and efficiency.

### Key Responsibilities:

- **Team Leadership:** Lead a team of bar staff, setting a positive example and assisting with drink and table service as needed.
- **Staffing and Scheduling:** Ensure the bar is adequately staffed, particularly during busy periods, and manage staff rota planning in line with budget and wage targets.
- **Sales and Profitability:** Achieve and exceed sales targets and ensure the bar operates profitably while managing stock levels according to guidelines set by the General Manager.
- **Customer Experience:** Provide a welcoming atmosphere, consistently deliver high-quality beverages, and ensure the bar meets or exceeds members' and customers' expectations.
- **Upselling and Service:** Train staff to upsell drinks and anticipate customer needs, creating a high standard of service and hospitality.
- **Problem Resolution:** Address customer feedback and complaints swiftly and effectively, providing appropriate solutions to ensure customer satisfaction.
- **Inventory Management:** Oversee beverage stock, ensuring adequate supplies and working within stock level guidelines to prevent shortages.
- **Health and Safety Compliance:** Maintain cleanliness and hygiene according to cleaning schedules, monitor staff presentation, and ensure compliance with health and safety regulations.
- **Staff Development:** Foster a positive work environment, promote career growth opportunities, and provide ongoing training to enhance staff performance.
- **Financial Oversight:** Produce wage spreadsheets and manage the bar's financial performance, working within budget targets and wage percentages.

### Qualifications and Skills:

- Proven experience in a bar management or supervisory role.
- Strong leadership and team management skills.

- Excellent customer service and communication skills.
- Ability to meet financial targets and manage bar operations efficiently.
- Knowledge of beverage inventory management and stock control.
- Understanding of health and safety regulations within a bar setting.
- Ability to handle customer complaints and find effective solutions.
- Flexibility to work evenings, weekends, and holidays as required.

As Bar Manager, you will play a crucial role in ensuring the success of the Balmoral Golf Club bar, enhancing the overall member experience and maintaining high operational standards.

Closing date for receipt of applications will be the 3<sup>rd</sup> January 2025