**EXPERTISE**

JoB description

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| --- | --- | --- | --- |
| Position Title | Lounge Bartender | Department | Aviation |
| Generic Job Title | Bar Tender | Segment | Prestige Sports, Leisure and Travel |
| Team Band |  | Location | Heathrow Airport |
| Reports to | Lounge Supervisor | Office / Unit name | Malaysia Golden Lounge |

## ORGANISATION StRUCTURE

Lounge Manager

Head Chef / Team Leader

Head of Talent

Bartender

#### Job Purpose

To provide excellent customer service from the preparation, presentation and service of food and beverages to the Malaysian Airlines customers satisfaction.

#### Accountabilities

* A. Start of shift:
* Set the bar, ensure the condiments, glasses, cups etc are neatly arranged.
* Ensure all snack offers is displayed correctly.
* Ensure the coffee machine is ready to use.
* Check on the left over wine/liquor/champagne bottles; those containing less than ¼ must have a backup with new bottles before shift start.
* Insure all beverage fridges are fully stocked with labels facing forward in neat rows.
* Complete opening check list. Report any issues to Management.
* Wipe down Bar and all display bottles.
* Insure glass ware is clean and polished.
* B. During the shift, and after Lounge operating hours:
* Maintain the presentation and cleanliness of the dining, bar areas at all times.
* Ensure the dining area fridges are adequately stocked during service times.
* Ensure all food and beverages are displayed according to specifications and replenished as necessary.
* Provide an efficient and friendly service to lounge customers, ensuring that all their needs are met.
* Build rapport and interact with customers.
* Report any customer feedback (complaints and compliments) and take some remedial action, if possible.
* Liaise with, and assist team on service requirements and orders from First class.
* Maintain bar cleanliness during lounge operating hours.
* Empty waste bins, as necessary. Wipe clean and or replace bin liners.
* Complete coffee machine cleaning process after the lounge closes.
* Wipe all areas, cupboards, desks and other equipment free from finger/food/ beverage stains.
* Vacuum the carpets to remove all obvious soil, dirt and crumbs.
* Sweep and mop the tiled areas.
* Report any incidents of accidents, fire, theft, loss, damage, or other irregularities to your Line Supervisor or Manager.

**Key Performance Indicators (KPIs)**

* To dress accordingly to the standards and guidelines advised, and wear the supplied uniform garments at all times when on duty.
* To only use products and equipment supplied and specifically for the job.
* Ensure that all H&S documentation for example cleaning schedules is signed off daily once all tasks have been completed.
* Comply with all legal and company procedures relating to food safety, health and safety and personal hygiene.
* Sign in and out when on shift to ensure hours worked are paid correctly. Follow the shift’s rota.
* Attend training sessions and staff meetings as requested.
* Customer service to customers on an ongoing bases.

#### Dimensions

|  |  |
| --- | --- |
| ***Financial*** |  |
| ***Other*** |  |

#### Skills, Knowledge and Experience

Essential

* Front of house and customer facing experience
* An element of food experience
* Highly motivated
* Attention to detail
* Able to work on own initiative within a team environment

Desirable

* Lounge experience
* Bar experience and skills
* Cocktail knowledge
* Wine knowledge
* Barista experience

#### Contextual or other information

Flight delays may occur from time to time therefore the requirement to be flexible is essential.

This Job description is intended to give the post holder an appreciation of the role envisaged for a Lounge Host and the range of roles, responsibilities and duties to be undertaken.

It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. You will be required at times to perform any other reasonable request as requested by your Line Supervisor / Manager.

Name:

Signature:

Date: