

Job Description:   
Bar Steward

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| Function: | | | | Defence | | | | | | | | |
| Position: | | | | Bar Steward | | | | | | | | |
| Job holder: | | | | Mess Manager | | | | | | | | |
| Date (in job since): | | | | September 2014 | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Mess manager, Andy Bridgland | | | | | | | | |
| Additional reporting line to: | | | | Supervisor | | | | | | | | |
| Position location: | | | | WOs’ & Sgts’ mess, Merville Barracks, Colchester, Essex, CO2 7UT | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * Maintain an efficient bar & cellar service for the mess membership and their guests with due regards for stock and cash in strict accordance with MOD/Company procedures. | | | | | | | | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | | * Add point | | | | | | | | | | |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Adherence to company DQMS including the completion of all relevant documentation i.e. opening and closing procedures, temperature records, cleaning schedules etc. reporting any discrepancies to the mess manager. * Remaining within the licensing laws at all times * Tact and diplomacy when dealing with demanding customers |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * The complete operation of the bar & cellar as directed by the Mess manager and responsible for all stock, cash/chits and till operations. * To ensure the bars are set up following the company’s high standards and agreed specification. * Carry out any reasonable request from members of the management team. * The ability to engage and maintain a rapport with customers at all times. * Ability to consolidate daily takings and consumption figures according to MOD/Company procedures, informing the Mess Manager immediately of any discrepancies. * Carry out all routine fire and security checks at the end of the shift. * Attend all training sessions that are organised by Sodexo, Manager or Supervisor. * Ensure that a ready supply of all service items are available at all times, liaising with management to ensure a smooth and efficient service to our customers. |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * A smooth and efficient bar service for all mess members and their guests to the highest possible standards on a day to day basis. * Strictly adhere to all legal & company procedures and policies with an emphasis on food safety, health & safety as well as the companies own service of excellence. * Ensure that all beverages are served to the agreed specification and remain within licensing laws at all times. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Possess good customer service skills * Good communication skills – written and verbal * Ability to work as part of a team * Honesty and sense of responsibility * Experience/understanding of mess ethos within the military environment * Flexible approach to work * Outgoing personality with a positive attitude and a pleasant manner * Smart and tidy appearance |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Good standard of numeracy and literacy | | * Rigorous management of results | * Commercial Awareness | | * Brand Notoriety |  | |