

## **BAR SUPERVISOR**

### **POSITION DESCRIPTION**

#### **Position Title**

Bar Supervisor

#### **Reports to**

Front of House Manager

#### **Works closely with**

Venue Manager, Front of House and Events Manager, FOH and Bar casual team members

#### **Position Summary**

The Bar Supervisor is responsible for ensuring the effective operation of the bar during shift, including customer service, supervising bar staff, maintaining bar stock and cashing up and the end of each shift.

The Bar Supervisor assists the Front of House Manager to ensure that both the indoor and outdoor bars are effectively operated and provide optimal quality value for money products and services. The role represents the values of the Malthouse Theatre and is responsible for ensuring the health and safety of staff, creatives, customers and any approved users of the bar areas.

This is a part-time position, working 22 hours across evenings and weekends (including one Sunday per calendar month). The position is classified as Production and Support Staff Level 5 of the Live Performance Award 2010.

#### **Measurable Outcomes**

1. High standard of customer service provided to audiences, patrons and stakeholders
2. Compliance with RSA and OHS requirements and a proactive approach to venue safety and emergency procedures
3. Effective communication and collaboration with the FOH team and across the company

### **KEY DUTIES AND RESPONSIBILITIES**

#### **Customer Service**

- Serving the full range of bar products in an efficient and professional manner
- Maintaining knowledge of and enforce compliance with Responsible Service of Alcohol (RSA) requirements at all times.
- Accurate transaction processes and reconciliation of bar takings
- Rotation of bar stock and consumables, and working with keg systems

#### **Operational Supervision**

- Maintain compliance with the terms of any liquor licence and responsible service of alcohol regulations.
- Providing leadership to bar staff to deliver the highest standards of customer service to bar patrons.

- Maintain a clean and tidy bar area and ensure that all Bar areas (foyer, mezzanine, outdoor, courtyard, tables) are kept clean and clear of open food sources.
- Assist the Front of House Manager and Venue Manager with the effective promotion and advertising of bar offers and activities.
- Ensure daily, weekly and monthly cleaning schedules are completed to a high standard.
- Operate the Bepoz System and report any faults, suggestions, ideas to the Venue Manager as they arise.
- When on duty, refer any matters of concern to the Front of House Manager and any repair or maintenance issues to the Venue Manager or relevant department.
- Undertake training and provide relief support as Chief Emergency Warden during shift when required by the FOH Manager.
- Uphold the mantra of continuous improvement.

### **Financial And Stock Control**

- Assist the Venue Manager in ensuring effective control of stock, so the bar is sufficiently stocked to meet demand, stock awaiting sale is kept at optimum condition and wastage is minimised and recorded.
- Ensure any staff complimentary drinks or consumption of stock by other departments is correctly recorded in Bepoz.
- Carry out the prompt and accurate cashing up at the end of the shift, and transfer of money into the safe and report back on any variances.
- Maintain adherence with all Policies and Procedures as set by Malthouse Theatre by all relevant staff.

### **Staffing**

- Supervise and support casual bar staff during shift, including assigning breaks and delegating tasks, and report to the Front of House Manager on staffing matters as required.
- Assist with providing training for casual bar staff.
- Ensure the delivery of high standards of professionalism, politeness, conduct and service in the bar at all times.
- Maintain effective and accessible lines of communication between venue management and bar staff.

### **SELECTION CRITERIA**

#### **Essential**

1. Experience in customer service roles and bar tending
2. Strong interpersonal skills including proven ability to resolve customer issues
3. Certificate in Responsible Service of Alcohol (RSA)

#### **Desired**

1. Training in Occupational Health and Safety and Emergency Management
2. Current First Aid certificate

**TO APPLY**

Submit your current CV and responses to each of the Selection Criteria (max 4 pages)

Please email your application to:

**Aaron Rowlands, Venue Manager**

Email: [careers@malthousetheatre.com.au](mailto:careers@malthousetheatre.com.au)

**Applications close 5pm on Monday 18 September 2017. Late applications will not be considered.**

For more information about the position, please contact **Aaron Rowlands, Venue Manager**  
on 03 9685 5161