



<b>Post Title:</b>	<b>Location Base:</b>	<b>Reporting To:</b>
Bartender	Fairfield Halls – Croydon	Hospitality Operations Manager

### About BH Live

**Champions of community engagement, health and wellness across Dorset, Hampshire, and London.**

BH Live, a registered charity and social enterprise, is a leading operator of sports and leisure centres, theatres, and event venues. Driven by a mission to improve communities, BH Live is dedicated to providing inclusive cultural experiences and promoting physical activity for all.

**[bhlive.org.uk](http://bhlive.org.uk)**

### Summary of role

To work as an integral member of the hospitality team @ Fairfield Halls. You provide great customer service to all our visitors and ensure they have a great service when visiting our sites.

### Key responsibilities

- Provide a high-quality bar service.
- Collection, control and reconciliation of income in accordance with the venues cash handling procedures.
- Serve alcoholic and non-alcoholic beverages
- Attend training courses as required to meet the needs of the business.
- Present to the public a high personal standard of appearance and presentation in accordance with BH Live policies and procedures.
- Maintain the venues cleanliness, in particular clean, tidy and prepare all areas associated with the hospitality facilities, in accordance with the set cleaning schedules.
- Assist with the unloading, storing and movement of food and beverage deliveries and other provisions used within the venue.
- Assist in the maintenance of stock levels within the catering/bar areas and comply with related bar and catering administrative duties.
- To be fully aware and adhere to the venues normal operating procedures and emergency action procedures.
- Undertake the full range of Visitor Experience Host duties which includes showing visitors to their seats and checking tickets.
- Serving food to our customers.
- Ensuring our customers are kept safe when visiting our centre
- Ensure customers adhere to the venue's rules and regulations, and licensing laws.
- To have an understanding of BH Live's behaviours and values and adhere to them.
- You must be prepared to work as a member of a team and assist or carry out the duties of other colleagues within the venue and must be prepared to be flexible in the approach to work to reflect the changing nature of the business.

Skills and experience	
Details	Criteria
General level of education (numeracy and literacy)	Essential
Experience dealing with customers	Essential
An understanding of Health & Safety requirements	Desirable
Possess good communication skills	Essential
The ability to work as part of a team	Essential
Flexibility within the job role	Essential
Ability to remain calm in all situations	Essential
Possess a positive approach	Essential
Proactive approach to customer care	Essential
Be of a smart and presentable appearance	Essential
Able to work unsociable hours including late nights, early mornings, weekends and Bank Holidays	Essential
Over 18 years old to comply with licensing laws	Essential
Qualifications	
Basic Food Hygiene Certificate	Desirable

**Roles and responsibilities will evolve and change over time.**