

## **JOB DESCRIPTION – BAR AND CUSTOMER SERVICE STAFF**

**JOB TITLE: CUSTOMER SERVICE AND WAITING STAFF**  
**REPORT TO: GENERAL MANAGER**  
**BASED IN: CHARTERS BAR**



**JOB PURPOSE:** To 'Lead the Art of Hospitality' for Oaka Group by having a sharp appearance and a willingness to deliver outstanding customer service at all times. Your role will be to serve customers drinks at the bar; interact with customers and up-sell in a confident manner. Drinks should be presented professionally and correctly, with the needs of the customer given the highest priority at all times. Cleanliness standards must be maintained to expectation levels of General Manager. Above all, have fun working in a lively, busy and industrious environment.

### **PRINCIPLE RESPONSIBILITIES:**

#### **1. APPEARANCE:**

- Wear provided uniform with pride. Ensure all attire is fully ironed and clean.
- Ensure you are clean shaven, no excessive make-up, no excessive jewellery, good personal hygiene, and hair is tied back.

#### **2. BAR SERVICE:**

- Prepare, mix and serve alcoholic and non-alcoholic drinks to customers in bar and restaurant.
- Draw beer from the taps, ensuring legal standards are attained at all times
- Pour drinks from bottles and mix ingredients to make cocktails, slice fruit to garnish
- Prepare and serve coffees, teas.
- Collect correct payment, operate cash register and give change
- Stock up, arrange bottles and glasses on shelves, and clean bar service area
- Clean, remove glasses from washer.
- Follow cleaning schedule for bar area and peripherals.

#### **3. CUSTOMER SERVICE:**

- Have full knowledge on all menu items and synergy between Thai foods
- Understand the customers' needs are our highest priority
- Take orders, present food and drinks, up-sell products, and remain attentive throughout the customer visit
- Present bill, receive correct payment and give change.
- Be able to deal effectively with any customer problems in a confident manner, and refer to manager if applicable.
- Provide outstanding customer service at all times through great communication, body language, attentiveness.

#### **4. HEALTH AND SAFETY:**

- Be responsible for Health and Safety Regulations
- Strive to fulfill Health and Safety requirements as directed

#### **5. PERSONAL ATTRIBUTES:**

- **Reliable, trustworthy and honest**
- Have a passion for hospitality

- Flexible nature due to working late nights.
- Outstanding customer service skills
- Willingness to maintain cleanliness standards as required.
- Sharp appearance

**6. TEAMWORK:**

- Demonstrates enthusiasm and friendliness in conversation
- Works co-operatively and collaboratively with others and acts in ways which will support the overall success of the team.
- Communicates clearly in conversation and uses eye contact and smiles
- Contributes towards team goals with useful ideas and suggestions
- Listens to other team members contribution and follows team goals

**7. PRODUCTIVITY:**

- Works quickly and continuously during the shifts, and looks for jobs to do while quiet.  
Actively works towards doing a task more quickly and efficiently.