



Royal Motor Yacht Club

Job Description and Person Specification

Job Title	Bar Steward
Reports to	Bar Manager and/or Club Manager
Location	Royal Motor Yacht Club, Poole
Hours	Flexible, including evenings, weekends and bank holidays
Salary	Competitive, dependent on experience

Job Purpose

To provide a friendly, professional and efficient bar service to members, guests and visitors of the Royal Motor Yacht Club. The Bar Person is responsible for preparing and serving drinks, maintaining high standards of customer service, ensuring the bar is clean, safe and well stocked, and contributing to a welcoming and enjoyable Club atmosphere.

Key Responsibilities

Member and Guest Service

- Deliver excellent customer service to members, guests and visitors at all times.
- Greet customers in a friendly and professional manner.
- Take and process drink orders efficiently and accurately.
- Respond to customer enquiries courteously and promptly.
- Help maintain the Club's reputation for high standards of hospitality.

Bar Operations

- Prepare and serve alcoholic and non-alcoholic beverages in accordance with Club procedures.
- Operate tills and payment systems accurately.
- Ensure all sales are recorded correctly.
- Maintain knowledge of products available for sale and promote Club offerings where appropriate.
- Assist with table service when required.

Stock Control and Cellar Support

- Replenish bar stock throughout service periods.
- Assist with stock checks and stock rotation.
- Report low stock levels, breakages or supply issues to the Bar Manager.
- Support cellar and storage management as required.

Cleaning and Presentation

- Maintain a clean, tidy and welcoming bar environment.
- Clean bar equipment, glassware and work surfaces regularly.
- Ensure customer areas are presented to a high standard.
- Assist with opening and closing procedures.

Licensing, Health and Safety

- Adhere to licensing laws and responsible alcohol service requirements.
- Verify age identification where necessary.
- Follow all Club health and safety procedures.
- Report accidents, incidents or hazards promptly.
- Ensure safe handling and storage of beverages and equipment.

Events and Functions

- Support Club events, private functions and special occasions.
- Assist in setting up and clearing down event areas as required.
- Provide flexible support to the wider hospitality team during busy periods.

General

- Work cooperatively with colleagues across the Club.
- Handle member and Club information confidentially.
- Maintain professional standards of appearance and conduct.
- Undertake any other reasonable duties requested by the Bar Manager or Club Manager.

This job description sets out the main duties of the post but is not exhaustive. It may be reviewed and amended from time to time in consultation with the postholder to reflect the changing needs of the Club.

Person Specification

Criteria	Essential	Desirable
Experience	• Experience in a customer-facing role • Experience handling cash and card payments • Experience working as part of a team	• Previous bar or hospitality experience • Experience within a members' club, hotel or hospitality venue
Skills and Abilities	• Excellent customer service skills • Good communication and interpersonal skills • Ability to work efficiently under pressure • Good numeracy and cash-handling skills • Ability to work flexibly, including evenings and weekends	• Knowledge of cellar operations • Experience using EPOS or hospitality till systems
Knowledge	• Awareness of responsible alcohol service • Understanding of basic health and safety requirements	• Knowledge of licensing regulations • Product knowledge of wines, beers, spirits and cocktails
Personal Qualities	• Friendly, professional and approachable • Reliable and punctual • Well-presented and customer focused • Positive attitude and team-oriented approach • Honest and trustworthy	