



Volunteer Role: Bar Assistant

Volunteer Purpose: To support the running and management of our in-scheme bar; ensuring that it is a warm, welcoming place where customers receive excellent service and are able to relax and socialise with friends and family.

Reporting to: Scheme Manager

Disclosure level: Standard

Key Volunteer Responsibilities:

- Taking beverage orders from customers and serving drinks as requested.
- Providing a positive and friendly experience by interacting with customers.
- Collecting money for drinks served and providing change as needed.
- Checking identification to verify legal age requirements for customers.
- Balancing cash receipts
- Keeping a well-stocked bar with an adequate supply of beer, spirits, wine, mixers, ice, napkins, straws, glassware, and other accessories.
- Cleaning the bar, tables, chairs, and work area to maintain a sanitary environment.
- Slicing, pitting, and preparing fruit garnishes for drinks.
- Complying with all food and beverage regulations.
- Limiting customer problems by restricting alcohol intake and attempting to curtail inappropriate behaviour.

Role Specific Skills & Behaviours

- Ability to serve drinks to required standard measures.
- Numerical skills with the ability to handle cash and provide correct change.
- Strong communication skills.
- Ability to multi-task.
- Excellent eye for detail and cleanliness.
- Ability to resolve conflict and manage challenging customers.
- Approachable and warm personality that engages customers.