

## **Main Responsibilities**

- Deliver excellent customer service, at all times.
- Serve and present beverages, quickly and efficiently, meeting our standards.
- Assist in keeping the bar, front-of-house and toilets clean and tidy, at all times.
- Keep up to date with current promotions and new products. • Make customers aware of offers on our great food and drink range.
- Speak to customers to ensure that they are satisfied with their meals.
- Maintain personal knowledge by completing in-house training and workbooks.
- Always adhere to all company policies and procedures and licensing laws.
- Be involved and contribute to team meetings.
- Carry out instructions given by the management team and head office.



## **YOUR RESPONSIBILITIES**

There are a number of things you need to **do** when selling intoxicating beverages by law, the penalty for not doing what you are supposed **to** can be severe so you must be aware **of** what you have to do. When selling intoxicating beverages you must:

NOT knowingly allow anyone to drink and drive.

NOT knowingly serve anyone who is under 18 years old.

NOT knowingly serve anyone who appears to be drunk.

**ALWAYS CHALLENGE 251 IF IN DOUBT, ASK FOR ID**