

HICKORY

Job Title: Bar Supervisor

Reports to: Senior Team Planner/ Event Manager

Do you have the appetite to join a dynamic & collaborative business?

Purpose of the role

We are seeking exceptional and highly skilled Bar Supervisors to oversee the drinks requirements at our events. This will include drinks receptions, table service and bar requirements.

You will have prior experience in the beverage industry, preferably with team leader experience.

As Bar Supervisor you will be responsible for delivery of our drink's requirements at an event.

You will achieve the highest possible standards of customer service whilst maximising sales and cleanliness. Experience of all stock and cellar management is essential together with knowledge of wine, spirits, cocktails and craft beers. You will have experience of training and managing teams.

You will be a Hickory ambassador, representing the brand and delivering outstanding customer service.

We are in the business of creating memories, and you will play a pivotal role in helping us do this.

Key responsibilities

- Act as bar manager during events. This will include evening and weekend work were required
- Assist with the training all beverage team members.
- Oversee the opening and closing procedures for the drink/bar requirements at events
- Maintaining the upkeep and condition of fixed venues
- Assisting with event set-ups
- Assisting with fixed venue open days
- Serve guests and clients throughout events: bar and table service included. Willingness and flexibility to help with food service when required
- Ability to motivate and encourage colleagues to provide exceptional service to customers
- Reliable availability which meets company demand
- To attend and promote all team events
- To assist Event Managers during operational procedures
- Promote and encourage the use of our social media platform
- To attend regular team meetings
- Follow and enforce health and safety rules at all times

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Skills and Capabilities

- Must be passionate about drinks and drink innovation
- Minimum of 2 years in within a beverage environment, preferably with team leader responsibilities
- Experienced in stock and cellar management and confident in wines/spirits/craft beer/cocktails
- Possess relevant mixology experience, should know cocktails inside and out and push boundaries to create interesting and innovative offers
- Well planned with excellent attention to detail
- Experienced in managing both time and people
- Possess clear and logical management experience to meet the needs of a fast-paced environment
- Committed to delivering quality customer service and exceptional customer handling skills
- Ability to motivate and encourage colleagues to provide exceptional service to customers, also a team player with the confidence to take the lead and guide other employees when necessary
- Comprehensive IT skills
- Flexible and adaptable
- Accountable for personal and departmental performance and driven to learn and develop skills and knowledge.
- Confident in verbal and written communication
- Be mindful of the company's brand and reputation at all times, whether working with internal teams, professional advisors, suppliers and clients, acting as an ambassador for the company
- Discrete, exert sound judgment and preserve confidentiality

Hours

- You are employed on a 0 hours contract
- Shifts can be booked on Hickory's scheduling software
- The minimum shift we'll ask you to work is 4 hours

Pay

- £10.50 per hour – Living Wage
- Payments are made weekly in arrears directly into your bank account

Location

- Must be willing to work at venues throughout Scotland.