

NOTES

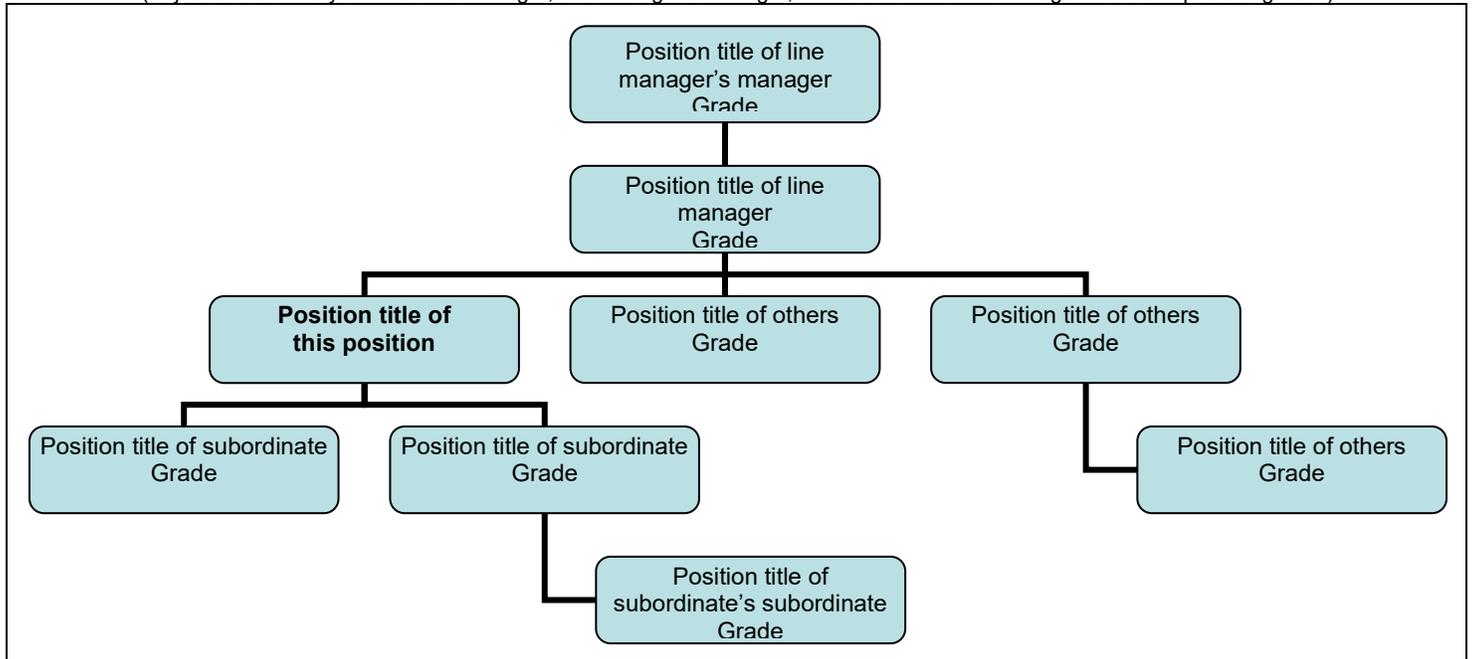
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Barman		
Job title (HR Business Partner to provide)			
Position grade (if known)	<ul style="list-style-type: none"> • A matric certificate or an equivalent qualification (NQF4 level). 	Date last graded (if known)	
Academic faculty / PASS department			
Academic department / PASS unit			
Division / section	Baxter Theatre Center Bar		
Date of compilation			

ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)



PURPOSE

The main purpose of this position is:

Preparing alcoholic or non-alcoholic beverages for bar and patrons. Interacting with customers, taking orders and serving snacks and drinks. Assessing bar customers' needs and preferences and making recommendations..

CONTENT

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
E.g.	General and office administration	25%	Takes, types up and distributes minutes and agendas for monthly departmental meeting. Greets visitors, enquires as to the nature of their visit and directs them to the appropriate staff member.	All staff members receive an electronic copy of accurate minutes and agendas, in the departmental template/format, a week before the meeting. Visitors are directed to appropriate staff member in a professional and efficient manner.
1	<ul style="list-style-type: none"> To deliver friendly, efficient customer service to patrons and staff at the Baxter Theatre Centre at all times. Controlling and accounting for stock		To deliver customer expectations to give them what they want, when they want it, in the best possible way to meet those expectations. Controlling and accounting for stock on a daily bases in the beginning and the end of the shift.	Ensuring customers are happy with the service at the Bar Ensuring smooth running of the bar and accurate counting during stock take
2	<ul style="list-style-type: none"> To serve beverages, both alcoholic and non-alcoholic drinks Processing orders and sales on the electronic point of sale system. Always adhering to the <i>Liquor Act</i> 		To serve beverages, both alcoholic and non-alcoholic drinks Processing orders and sales on the electronic point of sale system. Not serve alcohol under the age of 18	Ensuring all drinks are available to our customers and served professionally All sales are recorded on the point of sale Asking for Identity if the patron is under age
3	<ul style="list-style-type: none"> Reconciling day-end sales and cash transactions. Adhering to the standard code of conduct of the Baxter Theatre Bar. 		To balance the cash up and daily sales Adhere to the rules of the Bar Baxter Theatre bar	All money of the shift cash up balance with float. Follwer procedure in you bar contract
4	<ul style="list-style-type: none"> Assisting in parking Alertness and the ability to think quickly in an emergency. 		Doing daily parking duties when assigned to when there are shows at the Baxter Theatre To solve problems or complaints when management is to available	Ensuring that customers is charged at the Baxter Theatre parking bay and all receipts balance ,with the credit card batch Keep composure when handling complaints
5	<ul style="list-style-type: none"> A strong sense of customer service. Electronic Point of Sale experience. 		meeting customers where they are emotionally while addressing evolving needs Ensuring all bar items is process through the point sale system Pilot	Execute customer complaints professionally when it arises. Ensuring customers get what they ordered at bar or kiosk
6	Responsible for full barista and bar service duties to the Baxter Theatre Centre patrons.		Greet customers as they enter Give customers drink menus and answer their questions regarding ingredients	Assist customers during service time

MINIMUM REQUIREMENTS

Minimum qualifications	<ul style="list-style-type: none"> A matric certificate or an equivalent qualification (NQF4 level). 			
Minimum experience (type and years)	Full barista and bar service			
Skills	The ability to work well under pressure, both as part of a team and independently			
Knowledge	A sound interpersonal and communication skills (verbal and written)			
Professional registration or license requirements				
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Ability to handle cash or finances'.)	cashing up at the end of a shift, you must ensure that you reconcile your cash float and invoices, hand the sales money to the Bar Manager on duty and sign the control sheet to verify that the cash float is in balance and to ensure that there is a record of the money that was handed to management. Both the bar staff member/s and Bar Manager on duty must sign the control sheet			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level

SCOPE OF RESPONSIBILITY

Functions responsible for	Stock counts are to be done daily, preferably prior to starting your shift and upon ending the shift, to ensure that all stock is accounted for
Amount and kind of supervision received	
Amount and kind of supervision exercised	
Decisions which can be made	Staff members are not allowed to serve alcohol to persons under the age of 18
Decisions which must be referred	Any new ideas that's not on the menu must be referred too manager before selling the item to the customer