



# FELDON VALLEY

## Job Description

**Job Title:** Bar Tender

**Reporting to:** Bar & Restaurant Manager

**Job Purpose:** To provide a first-class experience to members and guests by delivering excellent customer service in line with Feldon Valley's values of professionalism, integrity and team work. Sharing with customers your knowledge of the wide choice of drinks we provide, including local produce.

Having the energy and confidence to converse with customers and identify their needs whilst working in a fast-paced environment to ensure the customers' needs are met without exception.

### **Who are We?**

Feldon Valley was purchased by businessman, Thariq Ahmad, in 2013. His love of the Cotswolds and of Golf led him to Feldon Valley, a North Cotswolds destination with outstanding views of the region, and his determination to improve both the Golf Course and Clubhouse has been underpinned by significant investment. Thariq's vision has been made possible with the expertise of 360 Golf, a golf management company specialising in the redevelopment of Golf destinations.

In 2017, a multi-million-pound redevelopment of the site commenced allowing Feldon Valley to grow as a Cotswold retreat for both socialising and pleasure. The Golf Course continues to deliver excellent results and now, for Spring 2018, Feldon Valley boasts a new Contemporary Cotswolds Clubhouse, restaurant & bar, alongside 5 lodges, under the new management of the General Manager who brings a wealth of experience and expertise in this field. With the investment and loyal, hard-working team hand-picked to join us on this new journey, Feldon Valley will become not just a Cotswolds destination, but a wonderful experience for all that visit.

## **The Role & Responsibilities**

- To share and deliver an amazing bar experience to our customers as you will likely be the first point of contact.
- Understand and recommend appropriate drinks to customers, and be able to explain subtle differences
- To show interest and be willing to learn the art of bartending; we don't just serve drinks, we provide a drinking experience whether it is alcoholic or non- alcoholic
- Maintain good standards of cleanliness throughout the clubhouse, working in line with health and safety requirements and taking responsibility to raise any concerns.
- To be attentive to customers' requirements and needs.
- Accurately handle cash and use IT till systems without concern.
- Learning about our local suppliers, spirits including whisky and wine variations.
- To be presentable, polite and approachable at all times.
- To be comfortable with shift working including weekend and evening work.
- To be energetic and confident in your ability to deal with a busy and demanding environment.
- Having excellent visual standards to ensure the bar looks tidy and stocked up at all times.
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## **Key skills & Requirements:**

- A good standard of spoken English.
- A willingness to learn and develop but not be afraid to ask for help when needed.
- Previous experience within a bar environment is essential.
- To work on own initiative.
- Ability to problem solve.
- Calm and collected when in a busy environment.
- Interpersonal skills.
- Team player – this is essential for Feldon Valley.
- Adaptable – there are times where the role may require you to carry out tasks outside of a bartender role.
- Passion and Drive – we want our staff to enjoy what they do and make Feldon Valley a great place to work.
- A good level of fitness – you will be on your feet for long periods of time.
- A right to work in the UK.
- Willing to undertake DBS checks if required.
- Excellent eye for detail.
- A knowledge and interest in spirits, wine and mixology or a willingness to learn.
- Previous bar experience.
- Over 18!

**Reward:**

We understand that passion and commitment works both ways and we want our staff to forge a career here at Feldon Valley. Therefore, we reward our staff with:

- Competitive salary
- Staff Uniform
- Career progression opportunities
- 28 days holiday (inc BH's)
- Pension Scheme
- Access to childcare vouchers
- Hot drinks and fruit for staff
- Use of the Golf Course (restrictions apply)
- A day off if your birthday falls on a working day
- 25% Staff Discount in the restaurant
- Off peak access to the Fitness Room
- Long service awards
- Employee Assistance Scheme
- Bike to work scheme
- Childcare vouchers

**Signed by Employee:**

Print Name:

Date:

**Signed on behalf of Feldon Valley:**

Print Name:

Date: