

Bar Tender – Various Hours

Hotel:

Crowne Plaza Belfast
117 Milltown Road
Belfast, BT8 7XP

Department:

River Bar

Reports to:

River Bar Manager

About us

Andras Hotels is Northern Ireland's largest hotel group and we are proud to have been at the forefront of hospitality for the past 30 years. We subscribe to the Hospitality Employers Charter, which means we are committed to provide training, development and support to all of our team members. We offer a range of staff benefits and opportunities to grow your career in our fast-growing company.

What is the job?

After a big meeting far away from home, or a long wait for a delayed flight, is there anyone more welcoming than a smiling bartender? As the friendly face of our hotel bars, you'll also be a helpful host, a local expert, and a proud brand ambassador. Whether you're preparing drinks exactly as our guests want or serving them delicious food, you'll be devoted to creating relaxing, memorable experiences.

What we offer

- Discounted hotel rates at 6000 hotels worldwide
 - Health Care Cash Plan
 - Increased annual leave with service
 - Recruit a Friend Scheme
 - Employee of the Month Award
 - Staff meals while on duty
 - Discounted rate at BodyScape Health Club based at Crowne Plaza
 - Andras Academy – Training & Development Programmes & progression opportunities within the Andras Hotels Group
 - Hotel Incentive scheme.
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Your day to day

- Creating a warm and welcome to everyone and setting the tone for each guest's experience
- Prepare and serve drinks to high standards, and highlight promotions to guests

- Work with your restaurant colleagues to offer a seamless food service
- Set up your bar – stock up on all the supplies you’ll need, manage your inventory and make sure all your equipment works
- Change beer barrels
- Look after your bar – keep it clean and tidy and make sure the alcohol is always secure
- Handle cash and credit transactions
- Look smart – wear your uniform with pride
- Be ready to jump into other ad-hoc duties when your colleagues need your help
- Always follow safety procedures.

What we need from you

Essential:

- Literate – you’ll need a good grasp of reading, writing and basic maths
- Flexible – night, weekend and holiday shifts are all part of the job
- Compliant – as well as meeting local laws on food handling and serving alcohol, you’ll be above the minimum age required
- Experienced – you’ll know how to prepare a wide range of drinks.
- Articulate – a great communicator, you’ll be warm, welcoming and easy to talk to.

Desirable:

- Formal bartending training.

How do I deliver this?

We genuinely care about people, and we show this through living out our promise of True Hospitality each and every day. It’s what connects every colleague in all Crowne Plaza hotels.

Crowne Plaza hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- **True Attitude:** being caring, wanting to make a positive difference, and building genuine connections with guests
- **True Confidence:** having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
- **True Listening:** focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- **True Responsiveness:** is about providing guests with what they need and doing so in a timely and caring manner.

There's so much more to the job than we can capture here. It's simply about creating great experiences, doing the right thing and understanding people.

***The statements in this job description are intended to represent the key duties and level of work being performed.
They are not intended to be ALL responsibilities or qualifications of the job.***

To apply, please submit your CV by email to hrrassistant@andrashouse.co.uk

