Bar and floor associate job description and person specification

Reporting to: Management team/pub manager

Your role: At a glance

- To provide excellent customer service.
- To serve food and drinks to the correct specification.
- To adhere to all Wetherspoon standard operating procedures (SOPs) and company policies to maintain a clean, safe and legal workplace.

All of the training which we provide will teach you everything you need to know to succeed, but there are a few **essential requirements** you'll need to start:

- Have a proof of right to work in the place where you will be based (UK or ROI).
- Have a bank account in your own name in the place where you will be based (UK or ROI).
- Be able to converse in English and to understand the language to complete training and other duties associated with your job role.
- Have a fixed place of residence within reasonable travelling distance of your place of work.
- Basic computer literacy.

About you:

- Demonstrate passion and enthusiasm in your role and show commitment to your pub and to Wetherspoon.
- Have the ability to manage time and prioritise tasks.
- Show enthusiasm and commitment.
- Have a friendly nature and the ability to develop good communications skills.
- Be honest, trustworthy and respectful.
- Remain calm when working in a fast-paced environment.
- Adhere to Wetherspoon's appearance standards.
- Receive regular feedback from the management team and achieve any actions agreed on.

A day in the life:

- Work as a team throughout the business to achieve the company's mission statement: 'To have by far the best CQSMA standards in the pub world, to be the best company to work for and, by doing these things, to be the most profitable.'
- Deliver consistently high standards of cleanliness, quality, service, maintenance and atmosphere (CQSMA).
- Be welcoming to customers – interact, say 'hello'; just as important, say 'thank you' and 'goodbye'.
- Build, maintain and enhance customer relations (eg by recommending some of our fantastic products) to enrich their experiences during their visits. Encourage customer loyalty by consistent good performance.
- Be aware of, and knowledgeable about, all promotions, events and new products in your pub, seeking support, if required.
- Receive and deliver customer orders, either face to face or via the app, achieving our service standards at all times.
- Respond to any customer feedback in a positive and helpful manner, seeking support, if required. Feed back all complaints to the management team.
- Take pride in maintaining the highest standards of cleanliness by adopting our 'clean as you go' philosophy (including, but not limited to, staff areas, external areas, toilets, bar and glass wash, customer areas).
- Carry out any reasonable task as requested by the management team to meet the needs of the business.

In order to keep your working environment safe, legal and comfortable, adhere to the following:

  - Standard operating procedures
  - Challenge 21 and Don't Do Drunk polices
  - Wetherspoon's cash-handling procedures
  - Stock control procedures
  - All aspects of licensing law, trading standards and customs and excise regulations
  - All aspects of food hygiene and health and safety policies

- Equality, diversity and inclusion policy

Training and development:

- Complete the associate training programme, including ongoing associated online training, within the stated time frames.
- Attend and actively participate in regular team meetings and training sessions.
- Generate and share amazing ideas for improvements in your pub and across the company.
- Work as a buddy to support and train new associates.
- Embrace change in your pub and Wetherspoon.
- Strive to achieve everything you can on the Wetherspoon action plan.

Career opportunities:

As an associate, you are not expected to manage, motivate or lead the team; however, if you would like to progress in Wetherspoon, our **award-winning training programme** offers you the skills and knowledge which you will need to proceed and succeed. Speak to your pub manager about the opportunities available to you; they may include:

- Wetherspoon apprenticeship academy
- Cross-training into a different role (hotel/kitchen)
- Team leader training programme
- Shift leader academy
- Management academy
- People management academy
- Pub manager academy

Learn new things, get recognised for your efforts and gain skills which will last for ever!

**Sale of alcohol not applicable, if you are under 18.*

Reference: JOB0001ALL-V3-0423
Updated: April 2023