

# LIVERPOOL PHILHARMONIC

## JOB DESCRIPTION

<b>Title:</b>	Bar Person
<b>Responsible to:</b>	Head of Food & Beverage
<b>Contract:</b>	Variable Hours, permanent
<b>Place of work:</b>	Liverpool Philharmonic Hall, Music Room and external venues where required.

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### Principle Role

The bars team delivers an exceptional level of service and enhances the event experience for all our visitors. You will have a genuine passion for providing fantastic service whilst working as both an individual and part of a team. You will serve drinks in a timely manner and to a high standard while engaging positively with our guests and patrons. You will want to go the extra mile to create a memorable experience.

### Responsibilities and duties

- Familiarise yourself with the briefing that will be sent to you in advance of your shift which will advise all you need to know for any given performance (content, audience numbers, times, drinks sold to seats, any restrictions).
- Sell hot and cold beverages, snacks and ice creams.
- Be well presented and maintain a high level of uniform standards.
- Fulfil and expedite drinks to seats in advance of the performance.
- Take orders in a timely and polite manner, make the drinks according to their specification.
- Upsell interval drinks.
- Be aware of health, safety and security of all visitors and staff at all times. You will look out for any hazards and alert a manager if necessary. Proactively monitor guest behaviour in the bar areas.
- Challenge 25 and adhere to licensing laws and restrictions.
- Resolve customer issues and problems, escalating promptly to a manager when appropriate.
- Any other duties as may be reasonably required by the food and beverage management team / events managers.



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## Person Specification

We're interested in hearing from you if you feel that you would be a perfect fit for the role of Bar Person, however the following skills and experience would be desirable:

- Ability to work flexibly including weekends, evenings, and bank holidays. You must be available at least two evenings per week.
- Great communication skills and the ability to solve customer problems or queries efficiently.
- Be able to remain calm, positive, and professional under pressure in a public-facing role.
- An interest in and enthusiasm for music and live performance and the work of the Liverpool Philharmonic .
- A team player who can be worth with others – skills include communication, motivation, flexibility, positivity, and enthusiasm.
- To be guided by our core values, to 'enhance and transform lives through music' to have enthusiasm and commitment to Liverpool Philharmonic's mission.
- To ensure in every aspect of this role, you drive enthusiasm and commitment to:
  - Ensemble
  - Excellent
  - Passionate about music
  - Welcoming
- Commitment to Diversity, Equality and Inclusion, and shows respect for the views and actions of others.

**Please note:** This job description reflects the current position. It does not preclude change or development that may be required in the future.

### Equal Opportunities Statement

Liverpool Philharmonic is committed to striving to represent modern Britain in all its diversity. Liverpool Philharmonic is committed to equality of opportunity and welcomes applications from all suitably qualified candidates, irrespective of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex or sexual orientation. In seeking to be representative of the Liverpool city region, applications from members of minority ethnic groups are particularly welcome as they are currently underrepresented within the creative industry. The appointment will be made on merit with independent assessment, openness and transparency of process