



JOB DESCRIPTION			
Job title:	Bartender (must be 18+ years)	Salary:	Competitive plus holiday pay
Hours of work:	Flexible hours to include home match days as required and other functions which will include evenings and weekends	Contractual status:	<ul style="list-style-type: none"> • Zero hours contract • Fixed term to 31st May 2022
Location:	Turf Moor, Harry Potts Way, Burnley, Lancashire, BB10 4BX	Reporting to:	Hospitality Operations Manager

Job Summary:
Provide an excellent customer service to guests in hospitality areas by serving drinks and taking drink orders.
Role and Responsibilities:
<ul style="list-style-type: none"> • Serve corporate guests in our hospitality areas with drinks, taking table orders, clearing glasses (on a tray). • Operate a till system. • Carry out end of shift reporting. • Maintain the highest standards of cleanliness and safety. • Ensure that all our guests experience an engaging and friendly atmosphere and leave happy and satisfied • Be a champion of the Burnley FC brand and standards. • Comply with all Club policies. • Promote the Burnley FC brand and ethos in a professional, strong, and positive manner. • Work alongside other team members to support in other areas of the organisation as and when required to promote best practice. • To understand the Club's Safeguarding policy. • Hold a commitment to equality and diversity in the workplace. • Willingness to attend training courses including Safeguarding and Equality and Diversity. • Always demonstrate the Club's values. • Undertake any other duties appropriate to this role.

PERSON SPECIFICATION		
CRITERIA	ESSENTIAL	DESIRABLE
EXPERIENCE & SKILLS	<ul style="list-style-type: none"> • Ability to work well under pressure in a fast paced environment. • Time management skills. 	<ul style="list-style-type: none"> • Customer service experience. • Previous experience in a similar role.
PERSONAL QUALITIES	<ul style="list-style-type: none"> • A friendly, positive 'can do' and courteous attitude. • Desire to exceed customer expectation. • To be always impeccably presented. • Ability to work within a team and foster good working relationships. • Good judgement and knowing when to seek advice or support. • Flexible, helpful, and responsive. • A commitment to the aims, vision, and values of Burnley FC. 	