Role Profile and Scorecard

Front of House and Bar Assistant

Date: November 2024

Location: F51 Sports Park

Reporting to: F51 Centre Manager

Role Profile

Mission

This role exists to provide exceptional food and beverage service at F51 Sports Park, creating a welcoming and engaging experience for every visitor while maintaining top standards in quality, cleanliness, and customer satisfaction across all events and interactions.

Key Outputs

- Customers feel welcomed, valued, and enjoy their experience at F51.
- Customers receive the Sports Trust Standard of customer service.
- Customers receive timely and accurate orders, with food and beverages meeting high-quality standards.
- All email and telephone communications dealt with customer satisfaction in mind and resolved in a timely manner.
- The bar, kitchen, front of house and dining/seating areas are consistently clean, organised, and hygienic, promoting a safe and pleasant atmosphere.
- Events run smoothly, with efficient setup, service, and breakdown, enhancing the overall event experience for attendees.
- Minimise stock shortages through proactive inventory management, ensuring all items remain consistently available for customers.
- A collaborative and supportive work environment where team members feel valued and motivated.
- Consistently meet or exceed health and safety audit standards, ensuring a safe environment.

Key Responsibilities

- **Customer Service**
  - Greet and assist customers with a warm, professional demeanour.
  - Promptly take and serve accurate orders, addressing queries and complaints efficiently.
  - Address customer queries and resolve complaints efficiently.
  - Provide occasional support at other TST venues as required.
  - To undertake any other reasonable duties commensurate with the aims of The Sports Trust and the level of this role, as agreed with the F51 Centre Manager.

- **Administration & Front of House.**
  - Maintain effective communication on policy updates, rates, and site information.
  - Ensure an organised, welcoming front-of-house environment in line with The Sports Trust Standards.
  - To ensure strict procedures are followed for all cash/credit, banking procedures.
  - Answering and forwarding calls, emails and telephone messages to rightful department with detailed note.
  - Keeping front of house tidy and to a high standard – Delivering The Sports Trust Standard.
  - Liaise with Events and Bookings Manager to manage daily bookings and events diary.
  - Process bookings, memberships, and transactions accurately using the Roller till system.
  - Supporting your line managers with additional tasks when needed.

- **Bar & Catering Service**
  - Prepare and serve beverages, verifying legal age when necessary.
  - Manage stock levels for beverages and supplies, ensuring efficient service continuity.
  - Assist with food preparation and maintain presentation standards.
  - To ensure accurate handling of payment transactions.

- **Event Support**
  - Set up, service, and breakdown events, ensuring equipment is correctly stored post-event.
  - Provide catering services during events, ensuring timely and courteous service.
  - Coordinate with the Events and Bookings Manager to fulfil event requirements.

- **Cleanliness and Maintenance**
  - Ensure cleanliness in bar, kitchen, and dining areas, with regular waste disposal and recycling.
  - Conduct routine maintenance checks and notify the manager of any issues needing attention.
  - To comply with all The Sport Trust policies, including health, safety, security, operational and equal opportunities.

- **Inventory Management**
  - Monitor and record stock levels, coordinating deliveries to prevent shortages.
  - Assist in receiving and storing deliveries.
  - Conduct routine stock checks and maintain inventory records.

Role Specific Competencies

- **Customer Focus**: Delivers exceptional customer service consistently, ensuring a positive experience with each interaction and proactively addressing needs.
- **Attention to Detail**: Maintains cleanliness, organisation, and accuracy in all tasks, contributing to a high-quality customer experience.
- **Communication Skills:** Effective verbal and non-verbal communication to interact with customers, team members and supervisors.
- **Data Entry and Record Keeping**: Maintaining accurate records, including filing documents and updating information.
- **Communication**: Handling incoming and outgoing communications, including emails, phone calls, and correspondence.
- **Multitasking and Adaptability**: Effectively handles multiple tasks in a fast-paced environment, adjusting to changing priorities and demands.
- **Team Collaboration**: Works well with colleagues to ensure a supportive and cohesive environment that aligns with team objectives.
- **Safety and Compliance Awareness**: Adheres to safety standards rigorously, ensuring a safe environment for staff and customers.
- **Adaptability and Flexibility:** Ability to adapt to changing situations, demands, and schedules within the dynamic environment's of the Sports Trust.

Living our Values at The Sports Trust

Our values are the driving force behind our work:

Fun
Originality
Local People
Kindness
Equality

We, as The Sports Trust, live and perform to these values in all the work we undertake for the community.

Background (Qualifications, Skills, Experience)

- Previous experience within a bar or catering role.
- Administration experience working with booking systems, answering emails and telephones in a customer service environment.
- Ability to provide outstanding service by anticipating customer needs and ensuring a positive guest experience.

- Effective verbal and non-verbal communication.
- Clear and courteous speech, effective listening, providing concise and accurate information.
- High standards of cleanliness, presentation, and accuracy.
- Accurate order taking and delivery, meticulous cleanliness, adherence to recipes and presentation guidelines.
- Work well with others and support team efforts to achieve common goals.
- Prioritise tasks, work efficiently under pressure, balance bar, catering and administrative duties.
- Handle multiple tasks simultaneously and manage time efficiently.
- Basic food and safety and hygiene certification, or willingness to complete training).
- Willingness to work evenings, weekends and events and quick to respond to changing customer needs and event requirements.

Success Criteria

Criteria	Platinum (4)	Gold (3)	Silver (2)	Bronze (1)
Key outputs	Delivers & exceeds against objective set	Achieves objective >75%, quick to adjust and Improve	Achieves objective > 50%. Often needs coaching	Achieve < 50% of objective. Shows little capacity to achieve results
Key Responsibilities	Owns & consistently fulfils this task and initiates continuous	Shows ownership & consistently fulfils this task	Task is sometimes completed, but needs more ownership	Task is often left incomplete

	improvement ideas		and consistency	
Competencies	Expert and consistent demonstration of this skill under all circumstances	Consistent, uses this skill to deliver desired results > 75% of the time, getting stronger	Demonstrates this skill >50% of the time. Working on and improving	Demonstrates this skill < 50% of the time. Has difficulty assimilating this skill
Living our Values	Lives them even when personally detrimental	Consistent, even at expense of short term results	Buys into values, but falls short under pressure	Gives lip service. Uses Core Values to benefit self

Assessment

Name and Date:	
Position:	
Reports to (name & position):	
Quarterly Objectives (linked clearly to Key Outputs)	
	Platinum
	Platinum
	Platinum
	Platinum

	Platinum
Comments:	

Key Responsibilities	**Assessment rating**
	Platinum
	Platinum
	Platinum

Competencies	**Assessment rating**
	Platinum
	Platinum
	Platinum

Living our Values	**Assessment rating**
Fun	Platinum
Originality	Platinum
Local	Platinum
Kind	Platinum
Equality	Platinum