



## Bar Person

### Petworth Places:

# working at The Angel Inn and E Street Bar & Grill

### About the Role

Our Barperson will be wholly responsible for all bar operations when working. You will be someone with exceptional guest service abilities and knowledgeable on our drink offering and its provenance. A strong people manager, who can lead from the front to achieve a memorable guest experience.

### About Petworth Places

Petworth Places is made up of several teams of dedicated people building a destination hospitality and food and beverage business with Eat, Stay, Event at the heart of the business. Our core businesses are located in the beautiful South Downs market town of Petworth, West Sussex, and the historic market town of West Malling in Kent.

Established in 2010, the group comprises a multiple-award-winning food brand, The Hungry Guest (a double winner of UK delicatessen and farm shop of the year), E Street Bar & Grill, and The Angel Inn (with seven upmarket guest rooms and two luxury holiday apartment/villas – Ryde House and East House). The group also includes Augustus Brandt, an interiors and antiques business, and Newlands House Gallery, an exciting gallery and exhibition space.

Our accolades include E Street Bar and Grill being awarded best restaurant in the South East in 2019 and The Angel Inn being awarded best pub in West Sussex in 2022. E Street Bar and Grill joined the global Chaine des Rotisseurs in 2022.

In 2019 we established a new wedding venue and events business which is growing steadily and in 2022 we launched our wine series events at E Street Bar and Grill, which has been a great success.

### Responsibilities

The Barperson will be responsible for:

- Organisation of all bar areas to ensure they are clean and inviting. Adequately displayed drinks to allow guests to make choices.
- Menus are available; current and presented according to company marketing standards.
- Glasses are cleaned and polished to an exceptional standard.
- Coffee machine is set up and cleaned down to a high standard.
- Ensuring every guest is greeted with a warm and friendly manner, seated promptly, and given a great experience from the moment they step through the door.
- Beverage knowledge and ability to help select drinks that compliment food choices.
- Ensuring the bar is always presentable and clean.
- Bar is stocked to look inviting and interesting.
- Understand cash and card transactions.



#### Service Delivery:

- Create a warm, inviting and exciting environment for all guests, understanding the current menu and product availability, including any specials.
- Ensures that every guest has a great experience and is able to support food and beverage selection, where required, offering friendly advice.
- Drive up-sell as a means to complete the overall experience in the business.
- Ensure the service in the premises is delivered to a high standard, through ensuring you are knowledgeable about the dishes and beverages which will complement them through pre-service meetings and consistent appraisal.
- Co-ordinate effectively with the team about speed of service, delivery of drinks in a timely manner to compliment the overall dining experience.
- Monitor the quality of drinks in accordance with company standards.
- Create a positive, cohesive, friendly and fun working environment.

#### **Additional Responsibilities**

This document is not intended to be an exhaustive list, and additional responsibilities may be required as the Senior Management team continually develops and grows the business and the Company as a whole.

## Experience and Qualifications

The successful candidate will possess the following:

- Great attention to detail
- A proven track record of guest service
- Computer literate – word, excel, and online applications (TripAdvisor, Book a Table etc)
- Excellent written English skills
- Cash handling and cash up knowledge

## Core Competencies

### **Accountability**

Demonstrates and communicates a high level of ownership and commitment to achieving results, accepts responsibility for behaviour and job-related tasks and establishes an agreement on how success will be measured.

### **Communication**

Listens, speaks and writes clearly and concisely; provides useful and timely information to people by choosing the most appropriate method of communication and tailoring the message for the intended audience.

### **Guest Service**

Establishes mutual expectations with guests to ensure expectations are exceeded, going above and beyond to help build a strong relationship. Shows care and timeliness when dealing with guest requests; is keen to offer assistance. Can anticipate guests' needs.

### **Planning**

Uses effective methods to determine priorities, set goals and create plans. This includes the ability to organise oneself to complete routine tasks and prepare daily, weekly and monthly plans. Is able to establish priorities based



on knowledge of the organisation.

### **Problem Solving**

Takes a systematic approach to solving problems rather than reacting to symptoms. Recognises problems quickly and uses good judgment, common sense and experience and knowledge to act appropriately and efficiently. Accepts feedback from guests and acts appropriately to resolve issues.

### **Other Important Traits**

Just as important as the technical requirements of the job are the less tangible elements that will help the right candidate achieve outstanding results:

- Passion for food, drink quality ingredients+.
- Interest in heritage, culture, craftsmanship, and artisanal excellence.
- Teamwork skills.
- Friendly and accommodating manner, with excellent interpersonal, written and oral communication skills.

### **Key Relationships**

**Internal:** General Manager, Assistant Managers, Location Managers

**External:** Guests, Suppliers, Local Business Partners

### **We Offer**

- Staff discounts at all group outlets
- Complimentary meal (for shifts of 7 hours or more)
- Employee Assistance Programme
- Free admission to Gallery exhibitions for employees
- Discounted membership to Newlands House Gallery
- Holiday entitlement of 28 days per annum including Bank Holidays (for full time roles)
- Learning and development opportunities

**Location:** Petworth, West Sussex

**Employment Type:** Full Time / Part Time - Permanent

**Salary:** Competitive market rate salary

**Employer:** Petworth Places: The Angel Inn / E Street Bar & Grill

### **To Apply:**

Please send your CV to [recruitment@petworthplaces.com](mailto:recruitment@petworthplaces.com)