



WOODBIDGE RUGBY UNION FOOTBALL CLUB LTD

Bar Staff – Woodbridge Rugby Union Football Club Reports to: Bar Manager / WRUFC Directors

The rugby club is an inclusive club and we expect everyone to be welcoming, polite and friendly. We all work together, and the kitchen staff will sometimes need our help and vice versa.

The bar can be a busy environment, and you will need to work calmly under pressure. The rugby club shifts are Thursday evenings, Saturday midday until 7pm and Sundays 12-4pm, during the months September to May. Within these times some of the shifts will be staggered to prevent over-staffing when quiet. In addition, there are shifts outside of these months / times for private events. Each year we have end of season dinners and our beer festival.

We aim to publish shifts with as much notice as possible, but occasionally we are faced with support for events that have little warning such as Cup fixtures etc. Generally shifts are allocated on a first come first served basis, but if demand from staff is high to work we will try to be fair where possible. Occasionally shifts can finish earlier than scheduled and can sometimes overrun. Therefore, flexibility will be required.

General

- There is a full list of instructions of how to open and close the bar area behind the bar.
- Training will be given to support you within the role from the Bar Manager and via Beer Genius from Greene King <https://www.beer-genius.co.uk/>
- Support the Kitchen when required and serve teas / coffees.
- Use the WhatsApp chat to leave messages about the bar and any information useful for the group to be aware of such as beer issues or any problems that arise. Please also record in the bar diary in the stock room.

Key Responsibilities

Customer Service

- Provide excellent and friendly customer service to all patrons.
- Serve drinks and snacks promptly and efficiently.
- Handle customer inquiries and complaints professionally and escalate, as necessary.

Bar Operations

- Open and close the bar according to the club's schedule, ensuring all procedures are followed (including till setup, stock preparation, and cleaning).
- Use of the extended till card machine to speed up queues
- Manage stock levels and notify the Bar Manager of any shortages.

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- Ensure that beers in the cellar are maintained correctly, including changing kegs and monitoring storage conditions.
- See Appendix 1 Operations Checklist

Stock Management and Control

- Regularly check beer, wine, and spirits levels to ensure proper stock rotation and avoid waste.
- Report any out of date products to the Bar Manager and record in the Bar diary.
- Replenish fridges and shelves as needed. Replenish from Fridge in stock room before using items in the cellar.
- Strictly follow protocols regarding handling and recording stock.
- You are not permitted to help yourself to any drinks or snacks. Any consumption must be paid for and recorded according to club policy. However, one soft drink is permitted per shift over 3 hours (you may purchase additional) and water will always be available free of charge.
- All snacks / crisps / chocolate **MUST** be paid for. Please ensure that you are served by a colleague for verification.
- There are no free drinks or snacks to be taken by any club personnel.
- Should a drink be authorised by one of the Executive Committee (President, Chair, Junior Chair or Secretary) please use the 'Bar Manager's book' to record any drinks taken or unpaid for. E.g. Rugby jugs of beer for players at the end of a match, the referee, or a drink for an invited guest from a visiting club.

Compliance and Reporting

- Adhere to all licensing laws, health and safety regulations, and club policies. Our Bar license is on the noticeboard outside the bar.
- Report any issues or concerns regarding the conduct of customers or colleagues, including any suspicions of theft or unauthorised consumption, directly to the Bar Manager who will speak to the Directors. In the absence of the Bar Manager please speak to one of the Directors.
- Please report any safeguarding or adult inappropriate behaviour that may be in breach of the Club's Safeguarding Policy and Code of Conduct to the Safeguarding Lead in the first instance.

Cash Handling

- Operate the till accurately, handling cash, credit card, and mobile payments responsibly. Be aware that there is a second till on a handheld machine which can lessen the length of queues.
- Cash up at the end of the shift, following the club's procedures for reconciliation and safe storage into the safe.
- Any mistakes should be noted and made clear to help with cashing up and accounting issues.



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Punctuality & Attendance

- Arrive at the club on time for each shift and ready to work.
- Before departing a shift ensure all is left in place for the next day. This can vary and information will be provided or added to the WhatsApp chat.
- For illness see note below.

Cleaning and Maintenance

- Keep the bar, tables, and other areas inside and outside clean and tidy throughout the shift. This also includes the wooden bar frontage where feet can make marks on the panelling.
- Collect glasses in regularly or if on your own ask other senior club members to help.
- Use the glass washer and maintain the washing and drying of glasses during shifts where possible.
- Conduct thorough cleaning during and after closing, including glassware, counters, floors, and any equipment used.
- Assist with regular deep cleaning as required and actively consider this when the bar is quiet.
- Moving barrels (full or empty),
- Emptying bins
- Setting out/putting away tables and chairs
- Putting tea towels and bar cloths in washing machine,

Events and Vice President Lunches

- Ensure the bar is ready for sales above. If the bar is ready, please support the setting up of any event or lunch that is scheduled. For example, help putting out glasses, cutlery, chairs, tables etc. Liaise with the kitchen to see if they need any help.

Personal Conduct:

Dress Code

- The club will provide you with a branded top to wear during your shift
- You should wear appropriate clothing and footwear, sensible trousers, reasonable skirt lengths and no open shoes or flip flops.
- Always maintain presentable and smart appearance while working.

Behaviour

- Demonstrate a professional and courteous attitude to colleagues, club members, and guests.
- Refrain from consuming alcohol. There is no drinking of alcohol during your shift, if you are bought a drink, please write it down in the bar drinks book for later. These should be used within a month to help with accounting purposes.

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- There should be no personal mobile phones used during working hours. Please keep your mobile in your bag / coat during your shift, you can check this on a break.
- No smoking or vaping behind the bar, or in the clubhouse, should you require, you can take a 5 minute break and smoke outside, when there is an appropriate time to take a break and your line manager allows.
- No chewing gum whilst working.
- There is no food provided during your shift, you may bring a pack up or equivalent with you.(use of microwave available). Occasionally the kitchen may have some food, and you might be offered by the chef. Please do not eat behind the bar or in the store room, sit at a table in the clubhouse.
- Please do not enter the kitchen during service unless you have been told to.

Health/illness

- You must not attend work if you have any of the following symptoms: Diarrhoea, vomiting, nausea, fever. You must contact the Bar Manager as soon as possible if you are due to attend work. You must remain off work for a minimum of 48 hours.

Hygiene during the shift

- You must wash your hands at the beginning of your shift at the basin on entry.
- Refer to a YouTube video for instructions or the poster above the basin.
- You must also wash your hands after going to the toilet, after a break, handling waste or touching a bin, touching your face, nose, ears, mouth.

Working Hours

- Shifts will vary depending on club events, match days, and the bar's schedule. Flexibility is required, and shifts may include late-night closing.

First Aid/ Medical

- Should you have any wounds or cuts on exposed parts of your body you must wear a plaster or dressing for the duration of your shift. A first aid kit can be located in the kitchen.
- The club kindly requests that you complete a simple form (Appendix 2) detailing your next of kin (in case of emergencies) and also inform us of any medical conditions that may affect your work whilst at the rugby club (e.g. Back problems, any food allergies, epilepsy, skin conditions in case of using nitrile/ rubber gloves or washing up).
- Whilst you are under no legal obligation to disclose this information, it may be useful to enable us to keep you safe and potentially adapt duties to enable you to carry out your work. This data will also be stored securely and only shared with the Bar Manager and Executive Committee (Directors).

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Appendix 1 – a checklist reminder

Opening up

- Un-alarm the clubhouse
- All lights on inside bar
- Turn on light 1 and the toilet lights
- Turn till and printer on
- Turn on the till - EPOS NOW
- Confirm the float is £100 if asked
- Login with your allocated code
- To navigate till press BAR DRINKS OR SNACKS
- Cellar connected barrels turned on and checked
- Turn gas on
- Dishwasher on
- Get ice and cut fruit if available
- Mats on bar
- Unlock the front door (near accessible toilet) and terrace doors
- If terrace needs a sweep please help if time allows
- Check toilets are OK or ask a club member to check

During Shift

- Ask for ID if you feel necessary - Colts games are a prime example - get a senior club member to assist if you feel unhappy.
- No phone usage during your shift - unless an emergency
- No eating behind the bar
- No drinking alcohol during shift
- No Smoking or Vaping in the building

Closing

- Till off and printer off
- Clean bar surfaces
- Shutters down
- Gas off
- Clean and empty drip trays
- Glasses washed
- Nozzles in soda water
- Dishwasher drained and switched off
- Stock fridge from fridge in store room or cellar as needed
- Wrap fruit and put in fridge
- Mop floor
- LOCK ALL DOORS – if last leaving check all external doors/windows including changing rooms and toilets. Please report any issues.
- Complete the time sheet and place in the safe
- Empty glass bin (not after 9pm)
- Empty rubbish bin
- Lock the bar – 2 locks – also lock if away from the bar
- Check all lights are switched off
- Door alarm code on
- Lock the Front door
- Key in Keysafe



WOODBIDGE RUGBY UNION FOOTBALL CLUB LTD

Appendix 2

Name:

Date of Birth: (Only required if under 21 years)

Identification verified (passport or NI):

National Insurance Number

Telephone number:

Email address:

Emergency Contact name:

Relationship to contact:

Emergency contact telephone number:

Medical Conditions

I have read and understood the Bar Staff Job Description and Tasks document.

Signed:

Date:

Please return to the Bar Manager / Directors / place in the bar safe

PLEASE INFORM THE CLUB IF ANY OF THE GIVEN INFORMATION CHANGES