

# Job Description

## Post

<b>Title:</b>	Door Supervisor
<b>Location:</b>	Queen Street, Magherafelt, BT45 6AA
<b>Hours:</b>	This will be a part-time role working a rota system for evening and weekend shifts
<b>Status:</b>	Temporary / Casual

## Scope Of The Role

<b>Reports to:</b>	Supervisor
<b>Grade:</b>	Staff
<b>Salary range:</b>	Competitive salary dependent on skills and experience
<b>Overall purpose:</b>	The overall purpose of the role will be to provide customers with excellent service and work as part of the overall staff team of the club. Fundamental to all duties is the requirement to welcome all customers, in a professional and pleasant manner, representing the company's high standards of personal presentation and behaviour at all times during a shift.

Our security team must provide an effective presence, to assist customers, deter crime and resolve conflict.

## Security Responsibilities

<b>Key areas</b>	<ul style="list-style-type: none"><li>• Assist management in the smooth running and operation of the premises</li><li>• Control ingress and egress of the premises and all exits</li><li>• Conduct searches in accordance with the premises search policy</li><li>• Ensure that patrons have an enjoyable experience within a safe environment</li><li>• Assist all customers, dealing professionally with their concerns/queries</li><li>• Treat and respect everyone with fairness and equality</li><li>• Smile, interact and develop a rapport with the client base</li><li>• Observe the behaviour of customers in the venue and maintain the premises code of practice and conduct</li><li>• Achieve results with your voice and persona and not your ego</li><li>• Report to management with a written statement of any incident before close of duty</li><li>• Complete and file all associated paperwork</li></ul>
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# Job Description

## Key Responsibilities and Duties

### Key areas

- Report for duty, punctually, wearing the correct uniform with the highest standards of hygiene
- Learn and retain a comprehensive understanding of all drink menu items to ensure excellent customer service and experience; and the ability to work effectively
- Prepare the premises for service, following established jobs lists and as directed by Management
- Ensure that a high standard of hygiene and cleanliness is maintained by following cleaning routines and through ongoing diligence during the shift and in set up and clean down procedures
- Report all complaints, spills, breakages and accidents to a Supervisor / the General Manager
- Keep all public areas clean and safe for customers, once identified clean spills, broken glass and rubbish immediately
- To collect empty glasses and bottles and to bars for cleaning/disposal
- Ensure the safety of company property, equipment and stock at all times to prevent pilfering
- Carry out stock and store duties as and when required
- Keep all store areas clean, tidy and safe at all times
- Willingly assist guests in other areas giving directions, making recommendations and generally anticipating their needs
- Bring a positive attitude to teamwork, contributing to the smooth running of the establishment and working effectively with other departments.
- Maintain the standards and culture of the team by setting an example to new members of staff and assisting in their training when required
- Observe the establishment's fire plan and health and safety policy, reporting any identified or suspected defects to the General Manager
- Observe the rules and procedures of the company
- Attend staff meetings and training as required
- Carry out any other reasonable duty that may be requested by Supervisors, General Manager, other members of the management team and the Proprietors

This Job Description will be subject to review and is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the postholder works. Other duties, of a similar nature and appropriate to the grade, may be assigned by the General Manager and other members of the management team and Proprietors from time to time.