



## **BAR STAFF**

The Marcliffe Hotel & Spa, one of Scotland's finest luxury and elegant five-star Scottish country retreats has a new and exciting opportunity for a Bar Staff to join the family friendly exclusive hotel.

With its warm ambiance and picturesque setting on the outskirts of the historic city of Aberdeen. The Marcliffe hosts 40 bedrooms, function suites ranging from 350 to smaller, private dining and a fine dining restaurant. The hotel offers vast opportunities for clientele to enjoy some of Scotland's finest local delicacies in addition to activities such as world-renowned golfing, fishing and famous whisky trails.

### **The Role**

Bar Staff are responsible for creating a warm and welcoming environment for our guests. Serve guests in a friendly and helpful manner by taking orders, making recommendations, preparing and serving beverages with flair and professionalism.

### **Responsibilities**

- Welcoming guests to the drawing room showing them to their table and providing menus.
- Assess guests' needs and preferences, make suggestions and provide recommendations to guests for choosing drinks and food.
- Prepare drinks, cocktails and other beverages as ordered and in compliance with the Hotel standards.
- Pour wines and other beverages for guests to ensure they are adequately topped up during their visit.
- Fulfilling customer drink orders accurately and promptly and use every opportunity to upsell to maximise sales.
- Maintain product knowledge of all drinks, snack and wine lists in order to advise and make recommendations to guests.
- Keeping the bar stocked by replacing empty bottles.
- Ensure all service areas are kept clean and organised at all times – proactively wiping, sweeping, vacuuming and dusting as required.
- Clear guests' glasses and other items when they are finished and in a timely manner.
- Wash glassware and utensils after each use.
- Taking cash or card payments from customers.
- Keeping up to date with the latest drink trends.
- Verifying the age and checking the identification of potential customers.
- Adhere to grooming and appearance standards consistently.
- Be knowledgeable of Food Safety Standard.

### **The Person**

- Customer service focused with ability to relate well to all hotel guests and employees.
- Driven, charismatic, passionate and proactive with a hands-on approach.
- Personable, highly empathetic, self-motivated and able to work independently.
- Excellent communication and the ability to work well with others in a team.
- Strong organisation time management skills, attention to detail.
- Professional in demeanour and presentation.
- Tenacious with ability to multi-task, prioritise, work under pressure and to tight deadlines.

- Adaptable, innovative and flexible to business demands
- Operate effectively in a fast-paced environment and make informed and considered decisions.
- Must be aged 18 years or above.

### **Knowledge & Experience**

- Minimum of 1-2 years' experience working in a Bar.
- Good command of the English language is essential, both written and verbal
- Practical bartending skills, such as cocktail shaker, pouring beers, wines and other beverages.
- Creative skills and excellent knowledge of mixing, garnishing and serving drinks.
- Personal licencing laws and regulations.

### **Salary & Benefits**

- £11.00 per hour
- Gratuities
- Employee discount
- On-site parking
- Training & Development Opportunities

Must be able to work shifts - days, evenings, weekends and holidays.

*All candidates must have the right to unrestricted employment in the UK and hold a valid National Insurance Number and UK bank account. Your information will never be shared with any third parties and will only be used for the purpose it is intended.*

**Please submit your full CV and covering letter to [personnel@marcliffe.com](mailto:personnel@marcliffe.com)**