

## Job description and Role Profile

<b>Job Title</b>	Assistant Cellar Manager
<b>Responsible to</b>	Beverage Manager
<b>Location</b>	Edgbaston Cricket Ground
<b>Department</b>	Catering and hospitality

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This role profile is a guide to the work you will initially be required to undertake. It may be changed from time to time to incorporate changing circumstances. It does not form part of your contract of employment.

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### Overall Purpose of the Role

To assist in the Management of the Cellar Team and beverage operations with the day to day set up / break down and running of the cellar and bars so we can successfully deliver Conference, Banqueting, Exhibition, Entertainment and Hospitality for every event and/or Cricket match at Edgbaston Stadium. To also ensure safe practice when working in the stadium to ensure you and your colleagues are safe at all times

### Key Responsibilities

- Day to Day setup of bars and Cellars
- Line cleans
- Maintaining cellar cleanliness and Stock Rotation
- Stocking bars ready for events
- Ensuring bars are presented to the highest standard
- Control of cellar operation in managers absence
- Lead Cellar Manager on Major Match days
- Assisting with Stocktakes
- Assisting bar/retail service when needed
- Taking in delivery's
- Maintain equipment required
- Assisting with ordering

### Customer and Client Satisfaction

- To be polite, professional and friendly at all times with customers, clients and colleagues
  - To ensure the highest level of customer care is adhered to at all times
  - To demonstrate a can-do attitude towards individual customer requests and strive to exceed customer expectations
  - To acquire a good knowledge of all products in order to be able to advise individual customers or clients on their product choice
  - To ensure that the correct cleaning procedures are followed
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## Operational Excellence

- To make sure you are aware of, and meet the legal and Company requirements for fire, safety, health and hygiene
- To report health and safety issues to your line manager, including all accidents and near misses
- To promote good safety habits and methods of work
- To ensure all cellars, comply with company and statutory health and hygiene requirements
- To observe and comply with all company and unit procedures relating to cash handling and security, reporting any issues to the catering manager.
- To maintain temperature records as required and to report any variance
- To receive stock, store and check for quality and quantity; ensuring that all stock is dated and rotated.
- To operate machinery as shown and trained to do so, ensuring that the equipment is used safely and in accordance with current regulations and company policies

## My Service Commitments

### To my customers and clients

- I have positive and lasting relationships with all my customers and clients
- I act on customer requests and anticipate their needs
- I take every opportunity to improve my customer's and client's experience
- I take responsibility for resolving customer and client issues

### To myself

- I take pride in my appearance
- I demonstrate a positive attitude and behave appropriately
- I take the opportunity to continuously learn and grow

### To my team

- I create an environment of fun and teamwork
- I ensure uncompromising standards of cleanliness, creating a safe workplace

### To my Company

- I am proud to represent and be part of Compass
- I am committed to delivering the best levels of service I can, to help Compass deliver its service promise
- I am committed to the One Compass philosophy
- I adhere to the company handbook

## Ideal Candidate requirements

- Experience of working in Cellar and/or wet stock related industry
- History of stock rotation/ stock management
- Bar management
- Basic understanding of cellar systems
- History of successfully managing a team (preferred not essential)
- Basic food hygiene and safety training (preferred not essential)
- COSHH Training (preferred not essential)
- Forklift truck licence holder (preferred not essential)