

**JOB DESCRIPTION TEMPLATES INFORMATION SHEET**

A job (or position) description is a formal document that sets out in detail the requirements, responsibilities, expectations, person specifications, personal qualities, lines of reporting and general information relevant to the role. Job descriptions may also be referred to and/or attached to an employment agreement, and be used in evaluating the performance of employees. They should be revised as necessary or appropriate.

Hospitality New Zealand has prepared 14 Job Description Templates covering the following key positions in hospitality businesses:

- Bar Manager
- Bar Person
- Bottle Store Manager
- Chef D' Partie
- Counter Cook
- Doorperson / Security
- Head/Executive Chef
- Food and Beverage Manager
- Kitchen Hand
- Maitre D'
- Outlet Manager
- Restaurant Manager
- Sous Chef
- Wait Staff

These template job descriptions are intended as a starting point and should be customised to fit each individual operator's specific needs and circumstances. Please work through each section carefully, making adjustments to ensure they work for your business.

The division of tasks, responsibility and limits of authority differ between individual establishments. It is therefore essential that the job description templates are adjusted by adding and deleting various aspects to cover the requirements of a particular position. However, it is still desirable to maintain flexibility in job descriptions by not making them too rigid and specific.

If you do not tailor the job descriptions to your business they could lead to confusion, duplication of tasks and hinder the efficient operation of your establishment.

Furthermore, from an employment relations perspective, using job descriptions which do not match the actual requirements of particular positions in specific establishments could have serious consequences. For example, if a job description template fails to specify the limits of authority or is not sufficiently clear, it may be difficult to discipline a staff member even if they have acted beyond what you think is reasonable.

Your Regional Manager can assist you to use the Job Description Templates appropriately in your business.

**If you have any queries please contact your Hospitality New Zealand Regional Manager  
0800 500 503**

<b>POSITION TITLE</b>	Bar Person
<b>OBJECTIVE OF POSITION</b>	To ensure the smooth running of the bar and to provide pleasant and efficient service customers.
<b>REPORT TO</b>	Bar Manager/Duty Manager
<b>RESPONSIBLE FOR</b>	Nil
<b>RELATIONSHIP WITH</b>	Bar Manager/Duty Manager, Staff, Customers
<b>DUTIES AND RESPONSIBILITIES</b>	<p><b><u>General</u></b></p> <ul style="list-style-type: none"> <li>• Greet customers warmly</li> <li>• Serve customers promptly in a friendly manner</li> <li>• Ensure there is always an adequate supply of clean glassware</li> <li>• Clean tables and collect used glasses from the tables</li> <li>• Place used glasses in the washing area for cleaning</li> <li>• Ensure the customer areas are tidy at all times and are displayed in accordance with the establishments standards</li> <li>• Advise Bar Manager/Duty Manager of bar supply shortages</li> <li>• Ensure compliance with liquor licensing laws</li> <li>• Ensure there is someone behind the bar to serve at all times</li> <li>• Report any problems with either customer or equipment to Bar Manager/Duty Manager</li> <li>• Follow instructions from Bar Manager/Duty Manager</li> <li>• Ensure the safety of the business's property and cash at all times</li> <li>• Any other duties the employer may reasonably require</li> </ul> <p><b><u>Health and Safety</u></b></p> <ul style="list-style-type: none"> <li>• Make sure equipment is clean and the bar area is kept clean at all times—surfaces wiped down, spillages cleaned up etc</li> <li>• Ensure people who appear intoxicated are not served further alcohol—advise Bar Manager or Duty Manager if this happens</li> </ul>
<b>RELEVANT QUAILIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Level 2 National Certificate in Hospitality (Food and Beverage Service)</li> <li>• Level 3 National Certificate in Hospitality (Food and Beverage Service)</li> </ul>
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Honest and reliable</li> <li>• Excellent customer service</li> <li>• Good communication skills</li> <li>• Positive and friendly manner</li> <li>• Able to work alone and as part of a team</li> <li>• Good time management skills</li> </ul>
<b>LIMIT OF AUTHORITY</b>	<ul style="list-style-type: none"> <li>•</li> </ul>