

# Barback & Kitchen Assistant

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## JOB DESCRIPTION

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| <b>Location</b>   | The Grove Tavern, Southbourne   |
| <b>Reports to</b> | Duty Manager / Shift Supervisor |

### Purpose of the role

Support the bar and kitchen teams by keeping the bar stocked, glassware available and customer areas clean, while also preparing and cooking pizzas and keeping the kitchen clean, tidy and organised.

### Main responsibilities

#### Bar support and glassware

Regularly collect empty glasses and bottles from the bar, tables and outside areas. Operate the glasswasher as trained, check glassware is clean and undamaged, and return it to the correct storage areas. Replenish fridges, mixers, ice and other bar supplies throughout the shift, rotate stock and report shortages to the supervisor.

#### Preparing and cooking pizzas

Prepare, cook, cut and present pizzas according to the pub's recipes, portion sizes and cooking instructions. Read order tickets carefully, check any special requests and ensure each order is prepared accurately and promptly. Monitor pizzas while cooking, notify the bar team when orders are ready and help deliver food to the correct customers as directed. Report delays or problems to the supervisor.

#### Kitchen preparation and stock

Prepare the kitchen for service, ensuring ingredients, utensils, plates and takeaway packaging are ready. Replenish ingredients, check use-by dates and label, date and store food according to the pub's procedures. Keep fridges, freezers and storage areas organised, rotate stock and report shortages or wastage.

#### Kitchen cleaning and washing-up

Keep the kitchen clean and tidy throughout the shift, not just at closing. Wash and put away crockery, utensils, pizza cutters, trays and other equipment. Clean and sanitise food preparation surfaces, keep sinks clear and clean kitchen equipment as instructed. Empty bins before they overflow, replace liners and dispose of waste correctly. Sweep and mop floors when appropriate, leaving the mop, bucket and other cleaning equipment clean after use.

#### Food hygiene and safe working

Follow the pub's food safety, personal hygiene and allergen procedures. Wash hands before food preparation and after collecting dirty glasses, handling rubbish or carrying out cleaning duties. Use the correct cleaning equipment and products for each area. Refer allergy queries or uncertainty about

ingredients to the supervisor before preparing the order. Never guess or make unapproved substitutions. Complete any allocated food safety checks and records.

### **Customer areas and general cleaning**

Clear and wipe tables promptly, reset chairs and keep walkways clear. Check outside areas regularly and prevent glassware or rubbish from building up. Deal with spills immediately and complete allocated toilet checks and cleaning. Be polite and helpful to customers, referring queries or complaints to the appropriate member of staff.

### **Opening, closing and shift duties**

Complete allocated opening and closing jobs for both the bar and kitchen. At the end of food service, store ingredients correctly, clean work areas and equipment, and follow the kitchen shutdown procedure. Leave both areas ready for the next shift. Read relevant Slack updates, check the Shift Job List and record completed tasks accurately. Report anything unfinished, including the reason, and have closing duties checked by the supervisor before leaving.

### **Working standards**

Work proactively rather than waiting to be asked. During quieter periods, move on to cleaning, restocking and outstanding shift jobs.

**The supervisor will set priorities between bar support and kitchen work.** Communicate when moving between areas so food orders, cooking equipment and essential bar duties are not left unattended.

Only prepare food, operate equipment, serve drinks, handle cash or carry out cellar work when appropriately trained and authorised. Report hazards, breakages, equipment faults and other concerns promptly.

### **Skills and qualities**

Reliable, punctual and willing to help wherever needed. Able to follow instructions, work accurately under pressure and communicate clearly with the team. Good attention to cleanliness, food presentation and customer service, with safe working practices when carrying stock or handling equipment.

### **What good performance looks like**

**Clean glasses are available, the bar remains stocked, pizzas are prepared correctly and promptly, and the kitchen and customer areas stay clean, tidy and ready for service.**