

Job Profile
Demonstrator/Serving Staff (Bottle and Glass Pub)

Job Purpose To contribute to optimum standards of customer service adding value to the visitor experience of the Museum and its purpose to capture and admire the achievements and culture of the Black Country and its history. To interpret and bring to life the social and community elements of the Black Country's history through the bar service within the village pub as a working exhibit.

Key Responsibilities and Accountabilities

Responsibilities

- To serve a variety of drinks to museum visitors within legal and unit guidelines.
- To prepare traditional cobs for sale on the bar, incl. associated preparation and cleaning duties.
- Contribute to visitor's enjoyment, understanding and opportunities for learning through engaging costumed narrated interpretation and communication of stories and information about the Museum.
- To inform the unit manager of any stock issues.
- To contribute to best unit service for Museum events.
- To maintain the highest standards of hygiene, food preparation and health & safety.
- Carry out simple cellar tasks and cleaning for real ales and other traditional beverages.
- Maintain and continually enhance personal knowledge of the Museum, the Black Country, its past history, cultures, life-styles, industry and importance, in the context of increasing public understanding, appreciation and enjoyment.
- Remain aware of security and legal considerations applicable to work in a public house.
- Safe receiving and checking of goods inward.

Accountabilities

- Daily opening and closing of the premises in the absence of unit manager, whilst ensuring the security of museum property and stock.
- Correct production of and payment for drinks orders and daily cashing up and cash deposit in the absence of UM
- Safe daily management of unit keys.
- Adherence to cellar, kitchen and back of house hygiene and safe food handling systems.
- Be attentive to the security of the Museum in an open public environment.
- The legal sale of alcohols on licensed premises.

Dimensions

- Serving a high volume of Museum visitors in peak periods with a maximum estimated sales value not greater than £2,500 per shift in peak periods.
- Maintaining an adjacent outdoor pub yard space during service periods.
- Providing bar service within the pub for private events.

Working Relationships

- Working as a team member generally consisting of between one and three other members.
- Daily or weekly discussion regarding unit operation with unit manager.
- Working alongside other village demonstrators to bring the village to life, for the sole benefit of visitors.
- Dealing with incoming goods delivery persons.

Reports to: Team Manager Pub
Direct reports: None.
Hours: Casual

Person Specification
(competencies, qualifications & experience)

Essential

- Good experience in a wet lead public house environment.
- Exceptional customer service skills.
- Experience of and enthusiasm for delivering a quality iconic product.
- Excellent standards of personal presentation and attention to operational details.
- Flexible approach to working hours.
- A working knowledge of traditional ales, ciders and other drinks.
- A sociable and charismatic personality and an ability to communicate well with the general public.
- Good level of mental arithmetic skills.
- Tactful manner and an ability to work under pressure.

Desirable

- Recognised industry training/qualification.
- Cellar management experience.
- Personal License holder.
- An interest in the work of the Museum.
- Basic food hygiene certificate.

Black Country Living Museum Trust
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