



## BAR STAFF

Mr. Tippy's Down the Hatch! | Job Description

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<b>Department:</b>	Operations
<b>Responsible to:</b>	Bar Manager
<b>Salary:</b>	£15 per hour, full-time staff £12 per hour, casual staff
<b>Employment:</b>	Both full-time contracts for qualified bar tenders & casual contracts for bar staff are available, please state your preference in your application. All bar staff will be employed by the company and paid PAYE.
<b>Location:</b>	One America Square, Tower Hill, London EC3N 2LS

### About Mr. Tippy's Down the Hatch!

*Mr. Tippy's Down the Hatch!* is a first-of-its-kind immersive drinking experience and bar opening in Tower Hill, London in August 2021. Ticket-buyers are invited on a tipsy tour 'round the world that mixes party spirit with – you guessed it – other spirits! Participants sip their way through multiple themed rooms: Oktoberfest, Wild West saloon, polar ice bar, a warm sandy beach, and more.

Our truly unique holiday bar is open to the public Wednesday to Sunday, operating late hours on Friday and Saturday, welcoming guests to celebrate all the celebrations they missed in lockdown, all in one room.

### Our Ethos

Mr. Tippy's Show UK Ltd are dedicated to creating a pleasant, rewarding workplace with positive interactions. We desire to create an atmosphere full of joy, laughter, and happiness.

We are: welcoming; caring; accountable; trusting; creative, and fun.

### About The Role

Mr. Tippy's Show UK Ltd is seeking skilled and enthusiastic bar staff to operate the bars at our venue in Tower Hill, London. You will act as an exceptional ambassador for the attraction, serving a wide range of beverages – including cocktails – in a busy bar and immersive theatre space and keeping the bar areas clean and tidy. You will have exceptional customer service skills and an unstoppable 'can do' attitude.



## **Key Responsibilities**

- Receiving orders and serving a wide range of alcoholic and non-alcoholic beverages to a wide range of patrons.
- Mixing and serving cocktails and mocktails.
- Tidying away glasses, loading and unloading dishwashers, wiping down surfaces, and cleaning up any spills promptly and efficiently.
- Ensuring the venue maintains hygiene and licensing standards, and ensuring compliance with 'challenge 25' and other applicable policies.
- Understanding the full drinks menu of the attraction and upselling specials as appropriate.
- Prioritising workload and supporting fellow bar team members during busier periods.
- Accepting payment and operating our POS system.
- Answering any customer queries expertly and politely.
- Identifying and escalating any issues to the bar and duty management as required.
- Collaborating with the venue's security team in the event of unruly or unlawful behaviour.

## **Personal Specification**

### Essential

- Experience in a bar environment.
- Motivated team-player with excellent interpersonal skills.
- Ability to work effectively in collaboration with other team members as well as own initiative.
- Exceptional customer service skills.
- Excellent diplomacy, able to address the unique needs of a wide range of customers.
- Able to manage difficult and fast-changing situations in a busy venue.
- Calm and pro-active under pressure.

### Desirable

- Experience of cocktail making
- Passion for live entertainment
- Experience using Lightspeed
- Experience of using G-Suite
- Experience of operating POS software



## **Application Procedure**

Applications should be made by submitting a CV of no more than two sides of A4 that shows evidence of your suitability to fulfil the role to [jobs@downthehatchshow.co.uk](mailto:jobs@downthehatchshow.co.uk). You should also complete and submit [the five questions available here](#).

Applications are rolling. If we are interested in hiring you we will first set up a brief telephone call with a member of the Topsy Team, before – all being well – inviting you for an in-person interview in our venue.

## **Equal Opportunities**

We celebrate inclusion and are committed to workplace diversity. We do not discriminate against race, gender, sexual orientation, age, physical ability or any other articles of identity in our hiring practices. We actively encourage people of all backgrounds to apply for any open position. We don't ask our applicants to disclose prior convictions at application stage to ensure we work to the [Fair Chance Recruitment Principles](#).

All employment decisions are based on qualifications, merit, and business need.

## **Appointments**

All appointments are made subject to satisfactory references and proof of eligibility to work in the UK.