

## Bartender/Barista - Hotel Leisure Assistant

<b>Location:</b> The Odney Club	<b>Profession:</b> Catering Hospitality
<b>Reports to:</b> Manager, Food Services	
<b>People Management:</b> No <b>Assignment Management:</b> No	
<b>Partnership Level:</b> Partnership level 10	<b>Manager's Partnership level:</b> Partnership level 8
<b>Number of direct reports:</b> None	<b>Partnership level(s) of direct reports:</b> None

### About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions, and acts as our guide, so that everything we do contributes to Happier People, a Happier Business, and a Happier World.

### Critical purpose of the role

To work as part of the hotel team to deliver and maintain a first-rate guest experience through the focus on the delivery of market-leading customer service.

To add value to the efficient and profitable running of your hotel in order to achieve your business and personal objectives, along with those of your team and the hotel.

Through your Profession, you will have the opportunity to develop and stretch personally and professionally to achieve your potential.

The Partnership supports agile and flexible working practices, including when, where, and how we work. We offer several flexible work arrangements, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach.

We celebrate diversity and inclusion in the John Lewis Partnership, and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.

### Primary Outcomes & Accountabilities

Being a brand ambassador means being a warm and friendly Partner who consistently provides an outstanding customer experience unrivalled in the marketplace.

#### Confident communicator

- Interacting with guests, sharing product knowledge on drinks and food.
- Taking orders, checking back, and assisting with Queries.
- Liaising with the kitchen team to fully understand the menu.

### Measures of success

- Line manager and Partner feedback.
- Guest feedback on delivering a first-rate guest experience.
- Achieve the hotel standard for customer service.
- Compliance with food safety policy.
- Knowledge of Bar operations, Drinks, Cocktails, Barista coffee, stocktake and Ordering, beer lines and compliance.

- Development of knowledge of food and wine.
- Clearing down and setting tables.
- Working behind the bar, serving drinks and taking orders for food.
- Working as part of the events team to deliver the Bar service.
- Upselling and recommending foods/drinks where appropriate.
- Resolving guest queries/complaints at the first point of contact.
- Following the opening and closing duties of the operation.
- Upholding all policies and standards of food hygiene.
- Cash handling in accordance with hotel standards.
- Completion of daily and weekly cleaning schedules.
- Correct use of PPE.
- Supporting the implementation of changes to ensure continuous innovations and improvements are made within the department.

Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinions to improve the Partnership, speaking honestly and frequently.

Invest in your personal and professional development to achieve your potential by doing more, doing better, or doing differently. Continuously engage with and actively contribute to your profession.

Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision-making.

### Skills

- Excellent communication skills
- Basic knowledge of IT & POS systems and able to use standard software
- Self-motivated/Industrious
- Proven experience and knowledge of working on a bar, making and serving drinks, coffees and cocktails

### Qualifications & Experience (where applicable)

#### Essential

- Knowledge of bar operations, making hot drinks, non-alcoholic and alcoholic beverages, cocktails, stocktake, ordering, beer lines, and compliance.
- Confident communicator

#### Desirable

- Level 2 Food Safety

Version	Created/updated by	Date
1:1	Hotels Administrator	26/11/25