



Volunteer Job Description

Bar Staff

Last updated: August 2016

The Abbey Theatre is run entirely by volunteers, and the trustees and management committee of Nuneaton Arts Council greatly appreciate the time and effort that are put in by our volunteer team. Without this it would not be possible to operate the venue.

Main Duties:

To provide a professional-standard bar service to patrons before, during and after performances and agreed rehearsals. To ensure that the theatre receives the correct revenue for all items sold and to ensure that no stock losses occur.

All volunteers need to make themselves familiar with the Fire and Safety Policy, the Evacuation Procedure, their specific responsibilities in the event of an evacuation and any policies which may affect their work area.

Responsible to:

Chairman / Licensee

Locations of work:

Bar, Coffee Bar, Foyer, Upstairs bar, any other locations within the theatre.

Dress Code:

Abbey Theatre polo shirt if available, smart casual if not. Volunteer name badge.

Child Protection:

Volunteers are often present in the theatre with a user group which includes children. It is the user group's responsibility to provide door control and chaperone arrangements – if the volunteer notes any arrangements which appear unsatisfactory they should immediately inform the leader of the user group. If no action appears to have been taken to address this, the volunteer should bring it to the attention of an NAC committee member as quickly as possible. Volunteers may occasionally need to work in or pass through areas where children are present – you should take care that chaperones are present at all times.

Duties:

One member of the bar staff for each shift will be designated as the Lead Bar Person, and takes responsibility for the shift. The lead bar person should arrive 1 hour before curtain up, other bar staff 45 minutes before curtain up. The bar will normally close about 15 minutes after curtain down, unless a late bar has been arranged in advance. Any volunteer under 18 can only serve soft/hot drinks in the coffee bar area. If unsure about the age of patrons, bar staff should ask for proof of age before serving alcohol.

Pre-show duties:

- Prepare the bar for opening (set up coffee, water boiler, glass washer)
- Check all toilets for paper/towels and replenish if required
- Open the bar 45 minutes before curtain up time
- Open the main entrance doors 45 minutes before curtain up time (both sides of both double doors)
- Serve patrons with pre-show drinks, and take orders for interval drinks
- Assist Front of House staff if necessary
- Notify the Lighting Technician when doors are closed and all patrons are in the auditorium

[Pool Bank Street, Nuneaton, CV11 5DB](#)

President - Mr Ken Loach

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First half duties:

- Clear foyer area of glasses, wipe down tables and counter, vac floor if necessary
- Wash up cups and glasses
- Restock bar fridges and confectionery shelves (ensuring stock is rotated so oldest is at the front)
- Check all toilets for paper/towels and replenish if required
- Prepare pre-ordered interval drinks just before interval

Interval duties:

- Serve interval drinks

Second half duties:

- Clear foyer area of glasses, wipe down tables and counter, vac floor if necessary
- Wash up cups and glasses
- Restock bar fridges and confectionery shelves (ensuring stock is rotated so oldest is at the front)
- Check all toilets for paper/towels and replenish if required

After show duties:

- Serve after show drinks
- Wash up cups and glasses
- Restock bar fridges and confectionery shelves (ensuring stock is rotated so oldest is at the front)
- Turn off water heater and coffee machine and clean coffee machine
- Turn off and drain glass washer
- Cash up tills and put takings in the safe
- Close up bar ensuring all shutters and doors are locked

Bar staff may also be asked to cover Front of House duties such as auditorium doors and calls, where there are no nominated theatre Front of House staff. For small Nuneaton Arts Council events they may also be required to cover the Box Office.

Safety

When performers and the public are in the theatre the volunteers on duty have specific safety responsibilities. These are detailed in the Fire and Safety Policy and in the Evacuation Procedure. The specific responsibilities of the Bar Staff are posted on the bar wall.

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Training for new volunteers:

License rules and regulations
Mixing drinks/measures etc
Coffee machine setup/cleaning
Glass washer use/cleaning
Cash till use and error correction
Forged note identification
Toilet consumables – checking/refilling.

Given by:

Licensee
Licensee/experienced bar person
Licensee/experienced bar person
Licensee/experienced bar person
Licensee/experienced bar person
Licensee/experienced bar person
Licensee/experienced bar person

If any volunteer feels they need additional training at any point they should contact the Stage Director who will make arrangements for this.

Benefits/Gratuities

Where car parking costs are unavoidable these are reimbursed by the theatre on production of the car part ticket to the lead bar person. The lead bar person refunds the ticket price and puts the ticket in the till.

When the bar is open the theatre provides free tea, coffee and soft drinks for technicians

A free alcoholic or soft drink can be taken at the end of a performance shift.

Volunteer Handbook

The Volunteer Handbook contains additional general information. This is available as a download from the Staffing web site or as a printed document from the office.

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