



BAR / FLOOR TEAM MEMBER

The Glassboat | Job Description

Role summary

We're looking for Bar / Floor Team Members to help the Glassboat run smoothly and give customers a warm, friendly and professional experience.

The role covers both bar and floor service, so you'll be serving drinks, taking orders, delivering food and drinks, supporting bookings and events, keeping the venue looking good and helping the team wherever needed.

You do not need years of experience, but you do need to be reliable, practical, friendly and happy to get stuck in.

What we're looking for

- Friendly, welcoming and confident with customers.
- Reliable, punctual and willing to work as part of a team.
- Calm and practical during busy service.
- Happy to work across both bar and floor.
- Willing to learn about Arbor beers, guest drinks, food and the wider Glassboat offer.
- Able to communicate clearly with managers, teammates, kitchen staff and customers.

Role responsibilities

- Serve customers at the bar in a warm, confident and efficient way.
- Pour drinks, prepare orders, take payments and offer helpful recommendations.
- Greet customers, take food and drink orders and deliver orders accurately.
- Clear tables, reset spaces and check that guests have what they need.
- Help set up, run and clear down private bookings, group visits and events.
- Support communication between the bar, floor, kitchen and managers.
- Help keep the bar, customer areas, toilets and shared spaces clean, tidy and safe.
- Follow opening, closing and shift routines as directed.
- Help with restocking, glassware, table set-up, waste handling and end-of-shift handover.
- Build good product knowledge across Arbor beers, guest drinks and food options.
- Handle customer questions, feedback or issues calmly and professionally.
- Follow health and safety, food safety and licensing requirements.
- Support the kitchen or wider team with reasonable tasks when needed.

Knowledge, skills and experience

Experience in a bar, hospitality, events or customer-facing role is helpful, but attitude, reliability and willingness to learn are more important.

- Comfortable working in a busy hospitality environment.
- Able to stay organised and calm under pressure.
- A good communicator.
- Aware of cleanliness, hygiene and safe ways of working.
- Flexible enough to work evenings, weekends, private bookings and events as required.