Bar, café and pub staff

In the UK, bar, café and pub staff are fairly distinct in terms of skills and duties. Here is a guide to the different roles.

A LANDLORD, PUBLICAN OR LICENSEE

Positions: managing pubs, clubs and bars.

Responsibilities:

- organising deliveries;
- managing stock;
- overseeing customer service;
- recruiting, training and supervising staff;
- handling accounts and wages;
- liaising with breweries, suppliers and customers;
- marketing;
- closing at the time specified on the premises licence and being responsible for health and hygiene.

Entry requirements: experience of customer service and bar work and trainee management courses in business, marketing, hotel and catering or hospitality management.

B BARISTA

Positions: in cafés, coffee shop chains, restaurants and hotels.

Responsibilities:

- making and serving different types of coffee and hot drinks;
- taking orders and payments;
- serving light meals or snacks;
- cleaning and tidying work areas and equipment;
- creating displays.

Entry requirements: diploma or ¹apprenticeship or experience of customer service or catering.

C CELLAR TECHNICIAN

Positions: installing and maintaining drinks systems in pubs, bars, hotels or restaurants.

Responsibilities:

- making sure that drinks are stored safely and correctly;
- checking equipment and finding and fixing problems;
- training bar staff to use new equipment;
- promoting new products.

Entry requirements: experience of bars; technical competence; diploma in engineering technology.

D BARTENDER/MIXOLOGIST*

Positions: serving alcoholic and non-alcoholic beverages to restaurant and bar customers.

Responsibilities:

- advising customers and serving them beer and wine;
- making classic cocktails or creating new recipes;
- ensuring the smooth and efficient running of the bar;
- stocking the bar with glasses, garnishes, mixers and ice;
- processing cash and card payments;
- keeping the bar clean and tidy;
- setting up before opening and always clearing after closing.

Entry requirements: mixology training; a diploma or apprenticeship in catering.

In recent years, the term **'mixologist'** has become a new and regular part of bar vocabulary. A mixologist is skilled at creating and mixing cocktails and other drinks and tends to study at a more specialised level. Whereas, a **bartender** has a wide range of skills, which enable him/her to serve customers quickly and efficiently at a bar. They may also have cocktail-making skills, but not exclusively.

E COUNTER SERVICE ASSISTANT

Positions: serving customers in cafés, fast-food outlets, self-service restaurants, delis and canteens.

Responsibilities:

- greeting and serving customers;
- serving food and drinks;
- giving advice about food content and menu choices;
- handling raw and cooked food safely;
- keeping eating and serving areas clean and tidy;
- taking cash and card payments and giving correct change and receipts from the cash register.

Entry requirements: experience in hospitality, catering or customer service and an apprenticeship.

LIVEWORKSHEETS

1. Read the texts. Where could you do the following jobs?

A landlord _____

B barista _____

C cellar technician _____

D bartender/mixologist _____

E counter service assistant _____

2. Read the texts again and decide which person (A-E):

1 advises customers buying food and drink.		6 is technically competent.	
2 creates displays.		7 knows about coffee.	
3 creates new recipes.		8 safely handles raw and cooked food.	
4 handles accounts and wages.		9 stocks the bar with glasses, garnishes, mixers and ice.	
5 is responsible for staff recruitment		10 trains staff to use new equipment	

3 Complete these collocations with verbs from the texts.

1	accounts/wages/food	4	orders/payments
2	with breweries/suppliers/customers	5	work areas/equipment
3	drinks/food/customers	6	displays/recipes

4 Complete this description with words from the texts, starting from those in capital letters.

Mixologist vs Bartender

What's the difference between a mixologist and a (1) _____? A mixologist designs cocktails, and as the name suggests, (2) _____ drinks. The mixologist prepares any house-made syrups, or other ingredients that a bartender will need for (3) _____. So in a way is responsible for customer service before they enter the bar as he or she does most of the (4) _____ behind the scenes. A bartender, on the other hand, is completely focused on (5) _____, making them feel (6) _____, entertained and assisted. The bartender prepares drinks for customers, (7) _____ the recipes and ingredients prepared by the mixologist and might ask their (8) _____ about specialist products or drinks from the menu.

Mix, bar, serving, working, custom, welcoming, use, advising

LIVEWORKSHEETS