

JOB DESCRIPTION – COCKTAIL BAR TEAM MEMBER

If this role sounds like the perfect opportunity for you please send your CV and Cover Letter to
skybar@spinnakertower.co.uk

PURPOSE OF THE JOB

We are looking for a friendly, confident and guest-focused **Cocktail Bar Team Member** to join our team at SkyBar, a unique cocktail bar located at the top of the Spinnaker Tower.

This is a varied hospitality role where no two moments are quite the same. You'll be one of the first and last points of contact for our guests, helping to create a warm and memorable experience from the moment they arrive at the tower through to the end of their visit.

The role will involve a combination of **guest check-in, lift hosting and table service**, so we're looking for someone who enjoys being around people, is confident communicating with guests and can maintain a high standard of service in a busy environment.

Regardless of the task in hand, together at Continuum we will have fun and make money – in that order!

KEY ACCOUNTABILITIES

- Welcome guests on arrival and assist with checking them in for SkyBar.
- Provide guests with information about their booking, timings and the experience.
- Escort guests to SkyBar via the lift, creating a friendly atmosphere during their journey.
- Provide attentive table service, taking drinks orders and ensuring guests receive their drinks promptly and correctly.
- Introduce guests to our drinks offering and confidently recommend or suggest drinks where appropriate.
- Keep a close eye on your section and proactively check in with guests throughout their visit.
- Communicate effectively with the bar and wider team to ensure orders are accurate and delivered efficiently.
- Assist with setting up tables and ensuring the service area is ready before guests arrive.
- Process guest payments and ensure guests leave feeling welcomed and appreciated.
- Handle guest questions or concerns professionally and communicate any issues where appropriate
- We often run private events where things may run differently to standard SkyBar shifts, this can range from birthdays and parties to weddings and receptions

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS

- Has a naturally warm, friendly and confident personality.
- Enjoys providing excellent customer service and making guests feel welcome.
- Is comfortable speaking to a wide range of people.
- Can remain calm and professional during busy periods.
- Has excellent communication and teamwork skills.
- Is attentive to detail and takes pride in getting the small things right.
- Previous hospitality, bar, restaurant, hosting or customer-facing experience is desirable, but **a great attitude and willingness to learn are just as important.**

Why Join Us?

This is an exciting opportunity to work in one of Portsmouth's most distinctive hospitality venues, combining exceptional views with a premium cocktail bar experience.

You'll play an important role in creating the atmosphere and experience that guests remember — from their first welcome at the tower, to their journey up to SkyBar, to the drinks and service they receive during their visit.

If you're personable, energetic and passionate about hospitality, we'd love to hear from you.