

Down Hall

HOTEL | SPA | ESTATE

Down Hall Hotel, Spa, Estate Bartender Job Specification

Down Hall Hotel, Spa, Estate

Bartender

Job Specification

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Note of Confidentiality

The information contained within this document is privileged and entirely confidential. Under no circumstances may this brief be shared with any third party without the express permission of Down Hall Hotel, Spa, Estate.

1. Introduction

The Bartender helps ensure the smooth day to day operation of Down Hall Hotel, Spa and Estate's bar service, supporting the Food & Beverage Management Team in maintaining high service standards and achieving operational excellence.

At Down Hall, a great bar experience is about far more than simply serving a drink. From the warmth of the welcome to the smallest detail in presentation, every interaction is an opportunity to create an experience that feels effortless, considered and genuinely personal.

The Bartender will take a hands on role across Fox Bar and, as required, Conference & Banqueting bars, weddings, conferences, private dinners and special celebrations. The role combines excellent beverage preparation, product knowledge, presentation, personality and genuine hospitality.

2. Company Background

Down Hall Hotel is one of England's most established country house hotels. Located in Hatfield Heath, near Bishop's Stortford on the Hertfordshire and Essex border, Down Hall is one hour from central London and located 10 miles from Stansted Airport. The Estate which is set in 110 acres of woodland comprises a 98-bedroom AA 4-star hotel, Garden Room Restaurant which holds two AA rosette, Potting Shed casual dining space, Fox bar and terrace, 10 meeting rooms, Eden Spa, padel tennis courts, kitchen garden and gymnasium.

The hotel has benefited from significant investment in recent years which has included a refurbishment of the Grand Hall, 26 West Wing bedrooms, Fox Bar & Lounge, 120-seater Terrace, the introduction of the Potting Shed breakfast restaurant and the launch of the Barn Spa in 2025, as well as remodelling of the formal gardens and Event Gardens. In the years prior to the pandemic, the 43 bedrooms in the main house, event space, restaurant were all refurbished to an excellent standard as well as the development of padel tennis courts all taking place in recent years.

In addition in recent times Down Hall has introduced EV charging, beehives, produces its own Down Hall Garden Gin, Raspberry Gin and Down Hall Vodka and there are more planned investments in the years to come including; a new spa opening in 25, extensive refurbishment of the event gardens and the introduction of a natural bathing pool to the estate.

Significant investment in recent years has enhanced both the guest experience and operational standards, with refurbishment of the Grand Hall, West Wing, Fox Bar & Lounge, and the addition of new spa and leisure facilities. Down Hall continues to combine its heritage charm with modern hospitality excellence.

3. Background to the Role

From a perfectly prepared cocktail in Fox Bar to welcoming guests at a wedding, conference, private dinner or special celebration, the hotel's bars play an important part in the Down Hall experience. The quality of the drink, the confidence of a recommendation, remembering a guest's preference and the small moments of genuine hospitality all help make an occasion memorable.

The Bartender will prepare and serve a wide range of beverages including wines, beers, spirits, cocktails, hot beverages and non-alcoholic drinks, while providing knowledgeable, attentive and engaging service. The successful candidate will be equally comfortable delivering a relaxed and personal experience in Fox Bar and working within the energy and pace of a busy wedding, conference or large function.

This is a role for someone who enjoys being amongst guests, takes pride in their craft and understands that excellent bartending combines product knowledge, presentation, personality and genuine hospitality.

The expectations we have in relation to standards are high, with Service and Hospitality being words that are used on a daily basis. Our accolades have been extensive; we expect to build on these awards which since 2023 have included:

- AA Hotel of the Year 2024/25
- AA 4 Red Star Hotel
- 2 AA rosette award
- Historic Venue of the Year at The Essex Wedding Awards - 2024
- Hotel Venue of the Year at The Essex Wedding Awards - 2024
- Luxlife Best Luxury Country House Hotel & Spa of the Year – South East England - 2024
- East of England Tourism Large Hotel of the Year - 2023
- Muddy Stiletto Large Hotel of the Year - 2023
- Luxlife Essex Hotel of the Year - 2023
- Finalists in the MIA Venue of the Year – 2025 & 2024
- Feedback score of 4.4/5 - 2024
- AA merit score of 90%

Whilst we are proud of these achievements, we see these very much as a foundation to build upon.

4. Overview of the Role

Location: Down Hall Hotel, Matching Road, Hatfield Heath, Essex, CM22 7AS

Reporting to: Food and Beverage Outlets Manager, Assistant F&BO Manager

Key Communicators: Food & Beverage Outlets Manager, Food & Beverage Team, Kitchen Team, Maintenance, Events team, Front Office, Reservations, Finance.

5. Candidate Specification

Person Profile & Preferred Experience:

- Previous bar or Food & Beverage experience within a quality hotel, bar, restaurant or events environment is preferred.
- Experience and knowledge of cocktails, wines and spirits would be an advantage, although genuine enthusiasm to learn and develop product knowledge is equally important.

- Confident, personable and attentive, with a natural ability to engage with guests and provide warm, genuine hospitality.
- Comfortable working across both a hotel bar and busy Conference & Banqueting events, adapting naturally between an intimate guest experience and the pace of a large wedding or function.
- Strong eye for detail and the ability to remain organised, calm and composed during busy service periods.
- Good understanding of beverage presentation, bar cleanliness, stock control and waste reduction.
- Sound knowledge of responsible alcohol service, licensing requirements, age verification and guest welfare.
- Sound knowledge of food hygiene, allergens, health and safety and responsible working practices.
- Strong interpersonal and communication skills, with a professional and welcoming approach.
- Good cash-handling skills and confidence using point-of-sale systems.
- High standard of personal presentation and professionalism.
- Flexible and reliable, with availability to work evenings, weekends, bank holidays and peak periods.

6. Duties & Responsibilities

Guest Experience & Service

- Deliver professional, attentive and efficient bar service across Fox Bar and Conference & Banqueting events, ensuring every guest receives a warm and engaging experience.
- Prepare and serve cocktails, wines, beers, spirits, hot beverages and non-alcoholic drinks consistently and to the correct presentation and recipe standards.
- Engage naturally with guests, understand their preferences and provide knowledgeable recommendations while ensuring every guest feels welcomed, recognised and genuinely cared for.
- Deliver Down Hall's luxury service standards with warmth, personality and attention to detail, taking pride in every drink and every guest interaction.
- Develop excellent knowledge of wines, spirits, beers, cocktails, non-alcoholic beverages and other products, confidently recommending suitable options and enhancing the guest experience.
- Maintain exceptional standards of cleanliness, organisation and presentation across all bar and service areas throughout the shift.
- Support weddings, conferences, private dinners and special events, adapting confidently to different styles of service and varying levels of business.
- Attend daily service briefings and ensure familiarity with VIP guests, functions, special occasions, event requirements and key operational information.
- Work closely with Food & Beverage, Conference & Banqueting and Kitchen colleagues to ensure smooth, efficient and well-coordinated service.
- Ensure bars are fully prepared before service, appropriately stocked and replenished throughout, and correctly closed, cleaned and handed over following service.
- Monitor stock levels and support effective stock control, replenishment and waste management without compromising quality or guest service.
- Ensure glassware, bar equipment, garnishes, mixers, ice, fruit and other service items are prepared and maintained to the required standards.
- Ensure all guest bills, room charges and payments are processed accurately and responsibly in accordance with hotel procedures.
- Promote relevant beverages, hotel products and services appropriately, identifying opportunities to enhance the guest experience and generate additional revenue.
- Handle guest feedback or service concerns professionally, resolving issues where possible and escalating appropriately.
- Support responsible alcohol service at all times and follow hotel procedures relating to licensing, age verification and guest welfare.

- Maintain excellent standards of food hygiene, allergen awareness, health and safety and all relevant hotel procedures.
- Report maintenance, cleanliness, equipment or stock issues promptly and follow through where appropriate.
- Assist colleagues across the Food & Beverage operation when operationally required and contribute positively to a flexible, supportive team environment.
- Attend departmental meetings and training as required and keep up to date with beverage, cocktail and hospitality trends to support continuous improvement.

Financial

- Balance and secure floats and tills as required.
- Ensure all billing and payment processes are handled correctly and in line with company standards.
- Report any discrepancies immediately to the Departmental Manager.
- Be aware of cost control and support the responsible use and conservation of stock, beverages, garnishes and consumables.
- Process vouchers, room charges and other approved payment methods correctly.

Security & Safety

- Keep hotel keys, till access and other property with which you are entrusted secure at all times.
- Ensure no loss of hotel revenue through carelessness or willful neglect.
- Follow all food safety, allergen, fire, health and safety and accident-reporting procedures.
- Report hazards, defects, incidents or unsafe practices immediately and take appropriate action within your level of responsibility.
- Follow all licensing, responsible alcohol service and age-verification procedures.

- Report hazards, defects, incidents or unsafe practices immediately and take appropriate action within your level of responsibility

Standards & Compliance

- Adhere to hotel policies, procedures, and legislative requirements.
- Maintain company values of professionalism, service, and safety.
- Uphold appearance and grooming standards at all times.
- Complete all online training in the required timeframe.

7. Remuneration Details

Salary: Competitive, based on experience.

Notice Period: 1 month, following successful completion of probation.

Other Benefits: Meals on duty, uniform provided, Team discounts, free parking.

8. Interview Process

Interview with Assistant Food and Beverage Outlets Manager

Interview with Food and Beverage Outlets Manager

On behalf of Down Hall Hotel Ltd.