



BAR STAFF Codes of Conduct

Bar staff Code of Conducts

Serving Alcohol

- Think 25 – If the person you are serving, you believe to be under 25, ask for I.D
- Underage drinking – If you see who you believe is drinking under age, challenge for ID and notify the Bar Manager.

Dress Code

- When working behind the bar uniform must be worn at all times
 - ⇒ During match games – TRFC staff polo t-shirt (TBC)
 - ⇒ During functions – (TBC)
- Mini Skirts – If wearing a skirt an appropriate length should be worn.
- Shoes – Appropriate enclosed shoes must be worn, shoes showing the toes is not allowed.

Misuse of Drugs and Alcohol

- Never drink alcohol or take drugs whilst on duty or before going on duty.

Whilst working

- Use of a personal mobile is not allowed while working, if you need to make a call/text this is to be done during breaks or away from behind the bar.
- Do not use any of the equipment, including IT, for non-Trowbridge RFC purposes.
- Be honest while dealing with Trowbridge RFC club money
- Please remember you maybe the first point of contact the public contact – positive and friendly please and if you don't know the answer and there is no one around to ask. Take their details and pass onto the Bar Manager or Facilities Manager when able.
- Inappropriate language and attitude is not permitted.
- Always smile and have a can do positive and professional attitude.
- Banter is good but know when it is appropriate.
- During breaks, while in uniform, you are still representing the club.
- Respect your fellow team members behind the bar and don't take advantage of breaks. Breaks are to be taken as per your contract.
- If you are being harassed or bullied while at work inform the Bar Manager straight away and try and get a witness, if able. The Bar Manager will verbally deal with the first incident and take further action if required. If you are not happy you can approach the Facilities Manager.
- If you smoke, the smoking shelter is the only permitted area.
- To ensure any smokers use the designated smoking area whilst on the premises. Do not eat behind the bar.
 - **Data/Child Protection**
- Always be aware of the Club and RFU's policy in child protection
 - Never be alone with a child (take another adult)
- You may be passed membership forms holding personal information. This information is to be kept confidential and in a safe and secure environment

Health and Safety

- It is your duty as part of the Health and Safety at Work Act 1974 to take reasonable care for the health and Safety of yourself and of others who may be affected by your acts or omissions at work, If you notice any risks or even potential risks please inform the Bar Manager straight away.
- You will be trained on Fire Evacuation and processes to follow every 6 months.
- Keep a clean bar and drinking area at all times.

The codes of conduct above set out the values and behaviours all of us at Trowbridge RFC aspire to.