

What do Door Supervisors do?

Door supervisors, sometimes known as door stewards or bouncers, are responsible for the security of customers and staff in pubs, bars, nightclubs (and other licensed premises) and public events. They keep order and make sure that people are safe.

As a door supervisor, one of your main duties would be to check the suitability of people coming into the venue. This could include checking that the person is not underage or carrying any harmful substances or objects, such as drugs or weapons. You would take responsibility for refusing entry to anyone you considered unacceptable within the limits set out by the Licensee.

Your duties could also include:

- managing crowds to avoid crushing and queue jumping
- collecting tickets from people coming in
- patrolling inside and outside the venue, watching people's behaviour and dealing with conflict
- restraining and escorting people out of the venue, if necessary
- dealing with emergencies
- supervising people as they leave the building
- co-operating with the police, first aiders and management.

You will work within a team of two or more, depending on the size of the venue, and use radio equipment to keep in contact with each other.

What qualifications and experience will employers look for?

To work as a door supervisor in the UK, you need an SIA licence before you can apply for a licence,

The Level 2 Door Supervision course takes 30 hours, and can be studied on a part-time basis over a few evenings or weekends, or as an intensive four-day full-time course. During the course you will cover two main sections:

- the role and responsibilities of a door supervisor
- communication skills and conflict management.

You will take an exam on each section and when you have passed the course, you will be issued with a Door Supervisor licence some 6 to 8 weeks later – provided you meet the SIA criteria.

Note: You do not need any academic qualifications to get onto this course

Additional training

You could also work towards qualifications such as:

- First Aid at Work
- Fire Awareness
- Physical Intervention Skills
- NVQ Level 2 in Customer Services
- NVQ Level 2 in Spectator Safety
- NVQ Level 3 in Customer Services