



JOB DESCRIPTION

Job Title:	Beertender/ Beertendress	FLSA Classification:	Non-exempt
Department:	Retail	Reports To:	Tap Room Manager

Job Summary:

Beertenders(esses) facilitate visitor enjoyment by performing a variety of customer service duties including, but not limited to, greeting and serving customers and co-workers, providing education about our products and other products we carry, stocking bar, serving drinks, and maintaining cleanliness and orderliness of bar facilities.

Essential Job Duties and Responsibilities: (Additional duties may be assigned)

- Represent Good Nature as a brand Ambassador!
- Provide excellent customer service to visitors. i.e.) Greet and serve visitors in a positive and friendly way. Greet everyone who visits the Tap Room with a hello and a good bye. Treat everyone like a regular.
- Interact with visitors to develop and maintain a favorable public image. Answer questions and educate guests about Good Nature Brewing, our beers and other products, the differences between beer styles as well as the history and culture around Good Nature Brewing and craft beer in general.
- Educate customers on how to sample beer. (Color, Clarity, carbonation, head retention, aroma, mouthfeel/body, flavors, finish)
- Promote other items we offer for sale.
- Promote Good Nature events and specials.
- Complete all paperwork involved to day-to-day operations (inventory sheets, gift certificate sheets, keg order forms, incident reports etc.)
- Compile daily receipts and other paperwork per GNB procedure for processing.
- Maintain comfort & cleanliness throughout the Tap Room, Storage Areas, cooler, office, and restrooms.
- Ensure the Tap Room, bar and bar area, counters, sinks, utensils, coolers, shelving and storage areas are clean and comply with established sanitation standards, personal hygiene, and health standards at all times.
- Report all equipment problems, bar maintenance issues, violations or substandard practices to your supervisor immediately upon encountering a problem.
- Attend staff meetings, events and other functions required.
- Promote good public relations and handle complaints and concerns of guests.
- Report any issues with Cask or draft system immediately to Tap Room Manager.
- Assist with inventory procedures. Alert Supervisor about shortages or discrepancies.
- Minimize waste by ensuring all sales go through POS system properly and the Draft & Cask Systems are operating optimally at all times.
- Collect payment for all sales

- Follow alcohol awareness procedures for preventing intoxication and dealing with intoxicated guests.
- Keep abreast of policies and procedures and current developments in local, state, and federal laws applicable to the service of alcohol, safe food handling, health standards etc.

Supervisory Responsibilities:

Beertenders(esses) do not have any supervisory responsibilities.

Education and Experience:

- High school diploma or GED required.
- At least one year of experience in the beer, spirits, or beverage industry.
- Basic knowledge of beer offerings (flavors, ingredients, etc.) in order to answer questions from customers, as well as conduct tastings.
- Prior customer service or sales experience preferred
- Training Available.

Special Requirements:

- Ability to work a flexible schedule: days, nights, holidays and or weekends.
- Current TIPS or Alcohol Awareness Training (Available through the company)

Knowledge, Skills, and Abilities:

- Strong interest in/passion for craft beer
- Strong communication and administration skills to interact with customers, vendors, and coworkers in a professional manner.
- Must possess superior organizational skills.
- Possess the ability to multi-task and manage stressful circumstances associated with a fast-paced work environment.
- Knowledge of organizational structure, workflow, and operating procedures.
- Ability to work both independently as well as in a team environment.
- Ability to resolve customer complaints and concerns.
- Strong customer relations skills.
- Analytical ability to gather and summarize data, find solutions to various administrative problems.
- Positive professional attitude.
- Team player with the ability to work calmly and effectively under pressure.

Equipment, Machines and Software Used:

This position requires the regular use of a computer, printer, copier, telephone, scanner, calculator, postage meter, cash register, iPad and iPad based POS system and related apps, smartphone and related software. Position also requires basic knowledge of draft system.

Physical and Mental Requirements:

- Ability to stand for extended periods of time, walk, talk, hear, use hands to finger, grasp, handle or feel, push, pull, reach, crouch, kneel, crawl or bend, and perform repetitive motions of the hands and/or wrists.

- Ability to occasionally exert up to 50 pounds of force, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Moderate mental and visual attention required for performing manual work, machine operations, set-ups, inspections, and adjustments that require frequent decisions to detect and adjust for variance from proper operation.

Environmental Conditions:

While performing the duties of this position, the worker is exposed to inside environmental conditions, extreme heat, potential for physical injury, exposure to hot fluids, pressurized vessels and transfer lines, strong odors, chemicals, and unpleasant tasks such as handling garbage.

Disclaimer:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee(s) occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- The company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

I acknowledge that I have read this job description and have received a copy for my records.	
Employee Name:	
Date:	