

Beertender

Buffalo Ridge Brewing

JOB TITLE: Beertender

DEPARTMENT: Tap Room

Blending our diversity of worldly experience with our humble small town South Dakota roots, we offer top notch brews in a taproom that melds comfort with a unique style. Our team loves to have a good time and prides ourselves in well balanced craft beers.

Revel in Life

GENERAL JOB DESCRIPTION

Beertenders facilitates guest enjoyment by performing a variety of customer service duties including, but not limited to, greeting and servicing customers, providing education about our products, serving delicious craft beers, food and maintaining cleanliness and orderliness of Tap Room facilities; which includes keeping up with bussing tables and glass washing.

Lastly, have fun while we are creating an amazing environment for our guests and our team!

MAJOR DUTIES AND RESPONSIBILITIES

Represent Buffalo Ridge Brewing as a brand Ambassador!

Provide excellent customer service to our guests.

Interact with customers to develop and maintain a favorable public image. Answer questions and educate guests about BRB's brews.

Understand all current brews on tap and be able to educate on each style, including color, clarity, aroma, body, flavor and finish!

Promote other merchandise items for sale.

Promote BRB's special events.

Maintain comfort and cleanliness throughout the Tap Room, Kitchen, coolers, and restrooms.

Ensure the Tap Room, bar and bar area, counters, sinks, utensils, coolers, shelving and kitchen are clean and comply with established sanitation standards and health standards at all times.

Attend staff meetings and events.

Report any issues to Tap Room Manager.

Assist with inventory. Alert manager about shortages or deficiencies.

Minimize waste by ensuring all sales goes through POS properly.

Collect payment for all sales.

Follow alcohol awareness to prevent over intoxicated guests.

Keep abreast of policies and procedures in local, state, and federal laws applicable to the service of alcohol, safe food handling and health standards.

MINOR DUTIES AND RESPONSIBILITIES

QUALIFICATIONS FOR THE JOB

Education:

High school diploma or GED required.

Experience:

Basic knowledge of craft brews in order to answer questions from our guests.
Prior customer service experience.

Other:

Ability to work a flexible schedule: nights and weekends.

KEY COMPETENCIES

Strong interest /passion for craft Beer

Strong communication skills to interact with customers and co-workers in a professional manner.

Posses the ability to multi-task and manage through a fast-paced environment.

Ability to work both independently and as a team player.

Strong customer relation skills.

Positive professional attitude.

PHYSICAL REQUIREMENTS

Ability to stand for extended periods of time and perform repetitive motions of the hands and wrists.

Ability to occasionally exert up to 30-50 pounds of force.

Signature Approved By: _____

Date Approved: _____

Date Last Reviewed: _____

Last Reviewed By: _____