

# GRIMM

## **BARTENDER/SERVER**

As the first point of contact for guests at Grimm, our front of house team members act as ambassadors for our brand. The success of the taproom (& all DTC sales) hinges on the efficient performance, exacting conscientiousness, and graceful adaptability of our entire FOH team.

Since the start of Covid in March 2020, our entire FOH structure has changed. Our bar staff have had to show extreme adaptability and willingness to, at any moment's notice, change protocol, service flow, and job duties depending on the needs of the company and the ever-changing rules & regulations based on citywide/SLA mandates.

Please note that this is a general outline of duties, responsibilities & expectations.

### ***Essential Duties:***

- Service (table service & to-go beer):
  - Understanding house protocols in order to effectively and safely give table service to our customers
  - Direct service flow based on what the customer is looking for (a seat outside? Packaged beer? A draft beer to walk with?)
  - Understand all current rules & regulations and effectively communicate them to customer
  - Ability to speak intelligently about all current available beers (both package & draft).
  - Ability to multi-task and, depending on your position for the day, move seamlessly between roles (ex: helping a customer with a to-go order and then packing a delivery order and then restocking beer)
  - Understanding how to give warm yet incredibly efficient service (always thinking 3 steps ahead) and gracefully exiting conversations to allow for a steady flow of service.
  - Work with our Resy waitlist system
  - Field questions about brewery/Covid updates (rooftop construction, production changes)
- Delivery services (GrubHub & DoorDash):
  - Fulfill orders in a timely manner for safe travel
  - Communicate with delivery drivers
  - Understand the ins & outs of each app and learn how to troubleshoot the many technological challenges!
  - Be comfortable communicating with customers if there is an issue with their order
- DTC shipping:

# GRIMM

- Support packers with shipping prep (folding boxes, preparing bubble wrap, stocking beer)
- Helping with any other related side work that the manager or head packer asks you to do
- General:
  - Opening & closing duties (listed in relevant SOPs)
  - Maintaining efficiency during service:
    - Changing kegs
    - Restocking beer
    - Maintaining a clean taproom/outdoor seating area/bathrooms
  - Clearly communicate all mid-shift menu changes (86d items)
- Be a knowledgeable and thoughtful member of the FOH team by:
  - Understanding the history of the company, and relaying accurate and relevant information about our beers to the guest if they inquire
  - Understanding each product on the taproom menu (beer, cider, wine, etc)
  - Constantly tasting products as they appear on our menu, and maintaining an up-to-date sensory knowledge of them;
  - Professional personal appearance: keeping good hygiene and grooming; and wearing clean, smart work clothes.
  - Being responsive and considerate of both management and your fellow team members.

## ***Requirements:***

- 5+ years experience working in fast paced bars and/or restaurants
- Strong base of beer knowledge and a hunger for continuing education
- A strong work ethic and sense of urgency; the ability to multitask, prioritize competing tasks, and work independently, while excelling in a collaborative team environment
- Ability to work with management--to listen, learn, and effectively communicate your questions and concerns
- Must be punctual, self-motivated, and employ effective time management skills (in relation to shifts, staff meetings, special events)
- Professional personal appearance: keeping good hygiene and grooming; and wearing clean, smart work clothes.
- Ability to problem-solve and work through challenges while remaining calm, flexible and upbeat
- Keen awareness of the taproom environment and its shifting needs throughout service
- Excellent communication skills (both verbal and nonverbal)
- Ability to handle tense situations with coworkers and customers calmly and rationally

# GRIMM

- Ability to say “NO” to customers; ability to communicate to customers when they are in violation of house rules
- Fun, friendly, attitude with Grimm staff, management, and guests
- Honest and professional demeanor
- Curiosity and a desire to learn, never fearing to ask questions
- Ability to continuously stand, walk, lift and handle 160 lb. half bbl kegs; frequently bend, reach, and push; and work in confined spaces and close quarters with others
- Must be comfortable in a fast-paced, variable temperature brewery environment and to work within our 38°F cold box.
- Flexibility in both schedule and duties; willingness to work weekends and evenings

Grimm Artisanal Ales is an Equal Opportunity Employer and considers applicants without regard to race, color, religion, gender, national origin, age, disability, sexual orientation, gender identity, genetic information, pregnancy, military status or any other category protected by law. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Grimm Artisanal Ales expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Grimm’s employees to perform their job duties may result in discipline up to and including discharge.