



## **Job Description: Beertender**

Brockton Beer Company (BBC), located at 121 Main Street in Brockton, MA, is a brewpub that will soon to be approaching two years in business! We are looking for energetic, highly motivated individuals who would like to join the BBC family as we continue this exciting journey.

### **Job Description**

Brockton Beer is looking for friendly, reliable, and energetic Beertenders to complete our team. Must be at least 18 years old, TIPS certified, and able to work among a team of motivated servers in a fast-paced environment. Craft beer knowledge and food-pairing knowledge are important for folks in this position.

From the quality of the beer, the atmosphere of the brewpub, and especially the service they receive, a guest's impression of the brewery begins as soon as they walk through the door. Their experience must be excellent.

In addition to the day-to-day activities, Beertenders will be expected to learn everything they can about our beers, the production process, and craft beer in general. They will be expected to guide guests to beers they would enjoy and explain the differences between staple and seasonal styles. Knowledge of BBC beers is important, as is knowledge of current trends of the craft-beer industry, including hop, grain and yeast choices.

### **Typical Activities - BEERTENDER**

- Represent Brockton Beer Company as a brand Ambassador.
- Provide excellent customer service to guests. Greet and serve guests in a positive and friendly way.
- Ability to deal courteously and professionally with guests.
- Answer questions and educate guests about Brockton Beer Company, our beers and other products, and the differences between beer styles. Educate customers on how to sample beer: color, clarity, carbonation, head retention, aroma, mouthfeel/body, flavors, finish.
- Maintain thorough understanding of all menu items and be able to answer guest questions.
- Accurately taking guest orders for food and drink, checking back to ensure needs are met.
- Serving food to guests at tables or bar tops.
- Bussing and resetting bar-tops or tables, as required.
- Washing glassware by hand or in the high-speed glasswasher.
- Report any issues with draft system immediately to Ownership Group.
- Ensure the brewpub, bar and bar area, counters, sinks, utensils, coolers, shelving and storage areas are clean and comply with established sanitation standards, hygiene, and health standards.
- All other day to day activities as necessary to keep the brewpub maintained.
- Keep Ownership Group informed of all problems or significant matters, take corrective action when necessary.

### **Physical Requirements**

- Move about facility and stand for extended periods of time.
- Ability to multi-task in a noisy and fast-paced, distraction-filled environment.
- Bend and stoop while serving guests.
- Changing kegs as needed.
- Lift and carry up to 40 pounds.

### **Administrative Requirements**

- Read and write handwritten notes
- Must be able to read, write and communicate verbally in English, second language a plus
- 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.
- Follow alcohol awareness procedures for preventing intoxication and dealing with intoxicated guests
- Ensure all financial transactions are accurate, calculate and return appropriate change
- Beertenders will report to Brockton Beer Company Ownership Group
- Perform Opening and Closing Procedures
- Must be TIPS certified within 30 days of hire

### **Compensation and Hours**

- \$6.75/hr + Tips
- Paid trainings available
- The Brewpub is open Wednesday through Friday from 4pm to 9pm, Saturday from 12pm-9pm, and Sunday from 11am-4pm
  - Part-Time Hours available in the taproom and for external events

### **To Apply**

Email Resume to [info@brocktonbeer.com](mailto:info@brocktonbeer.com)

*Brockton Beer Company provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*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.*