

# NoFo

## BREW CO

### TAPROOM STAFF CONDENSED JOB DESCRIPTION

At NoFo Brew Co, we're creating a unique environment centered around great craft beer where new ideas and friendships are brewed. The role of a taproom staff focuses on creating an exceptional in-person experience for guests that have come to enjoy our beer and the environment, while upholding and exemplifying our core convictions.

This person must share our core convictions of:

- Community
- Hospitality
- Adventurous
- Unique
- Camaraderie

### RESPONSIBILITIES OPENING AND CLOSING SHIFTS

- Be aware of events and assist in preparing taproom / patio for event
  - Live Music
  - Corn hole
  - Semi-private/private events
- Create / maintain an inviting taproom environment (temperature, music, cleanliness)
- Engage with customers, make sales, answer questions, consistently uphold Taproom and Patio rules (e.g., smoking / vaping only outside in marked area of lot, alcohol on premises) and / or escalate issues to Lead and/or Manager
- Ensure beers on tap are acceptable to serve (temperature, quality, no off-smells or flavors)
- Update current keg log, as needed
- Educate patrons on our story, our beer, our brewing process and the unique location
- Learn new cocktails and procedures and implement them
  - Assist in the creation of new cocktails
- Notify manager about any necessary upkeep/maintenance

#### Opening Shift

- Set up and prepare bar
  - Ensure task list is completed efficiently
  - Complete task assigned in AOR / Position chart throughout shift

#### Closing Shift

- Break down bar
  - Ensure task list is completed efficiently
  - Notify leads / management of any supplies or inventory needed for the next shift, if applicable

## **EXPERIENCE**

- Demonstrated knowledge of craft beer, including basic understanding of beer production
- Previous brewery or craft beer experience required
- Prior taproom / bartending experience preferred
- Available to work nights, weekends and holidays
- Excellent detail, communication and organizational skills
- Exceptional customer service/hospitality skills
- Ability to anticipate and proactively address problems in a fast-paced environment
- Positive attitude and ability to work with a diverse set of people
- Familiarity with tablet-based POS systems preferred

## **KEY RESULTS AREAS**

- You are educating guests on our story, our beer/cocktails and making sure that their needs are met quickly and with excellence
- You are maintaining an inviting taproom environment
- You are ensuring that all beer on tap is acceptable to serve and loved by guests of the taproom

## **WORK CONDITIONS**

This position requires an individual who works under a range of circumstances, including:

- Shift / weekend work
- Working with challenging guests at times
- Working in the fast-paced environment of a crowded taproom
- Working within close proximity of an operating brewery (noise, heavy equipment, odors)
- Ability to lift 35-50 lbs and ability to move full kegs with the aid of a dolly
- Ability to stand for extended periods of time

## **COMPENSATION AND BENEFITS**

We offer a generous compensation package and amazing benefits.

## **Reporting**

- This role will report directly to the Taproom Manager(s), Taproom Shift Leads, and Director of Operations.

## **NOTE: THIS IS A CONDENSED JOB DESCRIPTION**