



## Taproom Server

**Manager:** This position reports to Taproom Manager + Assistant Taproom Manager

**Part time/Full time -- \$8.00-\$10.00 + pooled tips**

**Tips: Taproom servers pool tips based on hours/shift work and tip out kitchen & food runners**

All employees must promote, work, and act in a manner consistent with the mission of Matchwood Brewing Company: Sandpoint, ID's neighborhood brewery where personal connections foster positive community change through the power of dialogue and laughter -- one delicious handcrafted beer at a time.

### **Responsibilities.**

Servers must provide timely and friendly craft beer and food service while offering guests stylistic information about craft beer and food menu items. Each server's primary objective is to show our guests such an amazing time, they will want to return. This position will require an individual to:

1. Prepare and serve craft beer, wine, and non-alcoholic drinks
2. Present food menus, provide information regarding ingredients and possible allergens, make recommendations, and answer questions regarding the menu.
3. Accept guest payment, process credit card charges, and make changes if necessary
4. Check identification of guests to verify age requirements for purchase of alcohol
5. Clean, sterilize, and polish glasses, bar equipment, silverware, and serving dishes
6. Record drink orders accurately and promptly after having received them into the point of sale.
7. Attempt to limit problems and liability related to guests' excessive drinking by taking steps such as persuading guests to stop drinking, or ordering taxis or other transportation for intoxicated guests.
8. Stock bar with non-alcoholic and Gluten-free beer, wine, sodas, juices, and related supplies such as ice, glassware, napkins, etc.
9. Stock eatery window with utensils, napkins, condiments, to-go supplies, etc.
10. Present drink menus, provide stylistic information, make recommendations, and answer questions regarding craft beer, wine, and non-alcoholic beverages.
11. Take beverage orders from staff or directly from guests.
12. Clean and reset bars, work areas, and tables
13. Run snacks or food items to guests
14. Ask guests who display inappropriate behavior to leave.
15. Perform cleaning duties such as sweeping, mopping, and washing dishes, to keep equipment and bar sanitary.
16. Recognize and learn the names of regular guests.
17. Assist the restocking and replenishment of inventory and supplies, including but not limited to: red and white wine, gluten-free beer, non-alcoholic beer, sodas, sparkling water, & kids drinks.



18. Report all equipment problems and bar maintenance issues to the shift lead or taproom manager.
19. Attend all scheduled employee meetings and offers suggestions for improvement.
20. Within 30 days of hire, complete TIPS training online to ensure safe and legal serving of alcohol
21. Coordinate with and assist employees to meet guests' needs and support the operation of the brewery
22. Fill-in for fellow employees as needed to ensure guest service standards and efficient operations.
23. Join Slack, a communication app utilized by Matchwood, and use this platform for internal communication with co-workers and managers.
24. Read, follow, and check off Matchwood's Opening List to ensure proper opening of brewery daily
25. Read, follow, and check off Matchwood's Closing List to ensure proper closing of the brewery daily and ensure the brewery is set up for the next day.

### **Experience Requirements**

1. This position serves alcohol. The individual must be 19 years or older as required by the State of ID.
2. No less than one year of food and beverage service industry experience.
3. Craft beer or comparable industry experience is a plus but not required.
4. Love for customers, service, and positivity.
5. Kindness, patience, and good work ethic.
6. Able to communicate effectively with managers, kitchen and brewery personnel and guests
7. Able to reach, bend, stoop and frequently lift up to 50 pounds
8. Able to work in a standing position for long periods of time

### **Technology and Materials**

Freezers and chillers, carbonated beverage dispensers, draft lines and taps, kegs, wine bottles, and wine openers, microwave ovens, dishwashers, food warmers, scales, kitchen or food thermometers. Point-of-sale terminals and workstations, inventory management systems.

### **Equal Opportunity**

Matchwood Brewing Company is an equal opportunity employer committed to a diverse work environment. Matchwood Brewing Company provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. In addition to federal law requirements, Matchwood Brewing Company complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. 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.