

Job Description

Job Title: Brewery Taproom Server

Department: Abbey Enterprises

Reports To: Brewery Taproom Manager

Job Status: Regular/Part-time (15-20 hours/week)

FLSA Status: Non-Exempt

Physical Strength: Moderate

SUMMARY

The Brewery Taproom Server supports Benedictine Brewery Taproom operations at the direction of the Brewery Taproom Manager. This person interacts with customers, tends bar and assists the Taproom Manager with a variety of tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Note: While this listing is a comprehensive representation of essential duties of the position, it is not necessarily all-encompassing and additional duties may be assigned as needed to meet Department needs.

- Answers phone calls; meets, greets and interacts with customers and guests in accordance with Taproom customer service standards.
- Maintains a hospitable, inviting and positive customer service environment in accordance with the overall mission of the Brewery and Taproom.
- Informs customers on Benedictine beer styles; answers questions about Benedictine beer and other beverages on tap and food options.
- Pours and serves alcoholic drinks to customers according to established guidelines.
- Waits on tables or serves at the counter to fulfill customer orders, recording orders accurately and immediately into the point-of-sales system.
- Identifies food orders when ready and delivers items to tables in a timely manner.
- Fulfills orders of Taproom customers for Benedictine Brewery merchandise and assists with inventory requirements as directed.
- Carries out all purchase transactions; processes cash and credit card transactions for beer, food and Benedictine merchandise.
- Responds to basic questions about the Benedictine brewing process and history.
- Answers questions about the Mount Angel Abbey Hilltop including activities, facilities and Benedictine values.
- Assists in maintaining food standards and an overall Taproom environment that is hospitable, sanitary, safe and sustainable.
- Clears and cleans tables when customers leave.
- Cleans bar area and glassware; washes and sterilizes glassware and washes utensils and plates.
- Maintains cleanliness in all areas of the bar including counters, sinks, utensils, shelves, storage areas and bathrooms.
- Performs ongoing general maintenance of kitchen equipment and Taproom facilities as directed by the Taproom Manager.
- Assists with the restocking and replenishment of inventory and supplies.
- Completes opening and closing duties under the direction of the Taproom manager.
- Assists with the logistics and execution of periodic events held at the Taproom as directed by the Taproom Manager and provides staffing at such events as a server as required.
- Frequently interacts with individuals both within and outside of organization.
- Performs other duties as assigned in the best interest of maintaining and preserving the mission, vision and culture of the Benedictine Brewery and Mt. Angel Abbey.

SUPERVISORY RESPONSIBILITIES

None.

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QUALIFICATIONS

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Basic knowledge of craft beer styles is desirable.
- Knowledge of restaurant food service preparation techniques and health and safety regulations.
- Knowledge of Oregon Liquor Control regulations regarding retail hospitality operations.
- Knowledge of customer service techniques and principles.
- Skilled in interpersonal relations and customer service techniques. Ability to interact with customers in accordance with Taproom customer service standards and to convey a positive image consistent with Benedictine values.
- Ability to perform operations on a cash register, point-of-sales system and personal computer.
- Ability to handle cash, perform minor calculations and assist in nightly reconciliation of cash.
- Demonstrated ethic of accountability in the workplace.
- Ability to support others' objectives as his/her own.
- Requires excellent judgment, communication skills, and a personal commitment to outstanding customer service.
- Must be a self-starter with ability to work both independently and as a member of a team.
- Ability to take initiative on projects as directed, while demonstrating a high degree of flexibility, adaptability.
- Strong oral and interpersonal communications skills and phone etiquette, with a demonstrated ability to interact with a variety of individuals from a diverse variety of backgrounds and cultures.
- Ability to thrive in a dynamic and friendly environment characterized by growth and change.
- Ability to maintain a positive work atmosphere by demonstrating a pleasant and hospitable demeanor, and acting/communicating in a manner which facilitates positive relationships with customers, volunteers, monks, co-workers and organizational leadership.
- Demonstrated self-confidence and diplomacy.
- An understanding of a Catholic Abbey and Seminary helpful.
- Ability to work nights and weekends and on a flexible schedule which may vary from week-to-week.
- This is a part-time position in which the work hours may vary from week to week, averaging 20 hours per week. Schedules may vary from week to week depending on customer flow and special events at the Taproom; requires some weekend and/or evening work.
- Must be able to follow all safety procedures, including use of approved Personal Protective Equipment.
- In order to provide our Taproom guests with a pleasant and healthy experience, while at work the employee is expected to be free of any discernable smells or scents, including but not limited to tobacco, body odor, or personal care products/fragrances.
- Regular and predictable attendance is an essential function of the job.

EDUCATION and/or EXPERIENCE

Any combination of education, training or experience that provides the knowledge, skills and abilities required to perform the essential functions of the position.

- Minimum of two-years work experience in a hospitality industry server, bartender or waiter position, including a brew-pub, taproom, restaurant or coffee shop environment.
- High school graduation or an equivalent GED is required; any satisfactory equivalent combination of experience and training which ensures the ability to perform the job may be substituted.
- Possession of the following:
 - Valid Oregon Driver's license.
 - Current Oregon alcohol server's permit.
 - Current Oregon food handler's card.

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LANGUAGE SKILLS

MATHEMATICAL SKILLS

Solid basic math skills.

COMPUTER SKILLS

Computer skills using Microsoft office suite, Mac computers.

CERTIFICATES, LICENSES, REGISTRATIONS

Clean driving record in order to be covered on Abbey auto insurance.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to stand for extended periods of time.
- Ability to regularly sit, stand, bend, stoop, and occasionally reach overhead.
- Will regularly lift objects/material up to 50 pounds.
- Will occasionally enlist assistance in lifting larger objects/material weighing up to 70 pounds.

WORK ENVIRONMENT

Taproom and kitchen environment.