

NoFo

BREW CO

CRAFT COCKTAIL TAPROOM STAFF

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

This person must share our core convictions of:

- Community
- Hospitality
- Adventurous
- Unique
- Camaraderie

RESPONSIBILITIES

- Set up / break down service well and craft bar
- Complete all bar prep according to designated pars (i.e. cutting fruit, replenish garnishes, fill ice wells, stock back up liquor bottles, salt / sugar rimmers, etc.) throughout shift, if needed
- Ensure service area remains clean and organized
- Run expo on cocktail pick-up with guests to ensure guests receive correct order
- Assist Shift Leads and Taproom Managers in maintaining an inviting taproom environment (temperature, music, cleanliness)
- Ensure taproom / member lounge atmosphere aligns with NoFo expectations / standards
- Ensuring guests are not over served / resolving guest conflicts when necessary
- Engage with customers, make sales, answer questions, consistently uphold Taproom, Lounge, and Patio rules and / or escalate issues to Manager / Leads
- Ensure beers on tap / cocktails are acceptable to serve (temperature, quality, no off-smells or flavors)
- Create spill tabs/complete discounts for employee/guest tabs when applicable
- Educate patrons on our story, our beer, our brewing process and the unique location
- Create new cocktail recipes, as needed
- Ensure menus/MOPS accurately reflect cocktails/supplies
- Assist in training other staff members on making craft cocktails
- Notify manager about any upkeep/maintenance needed on equipment or in taproom / lounge

EXPERIENCE

- Demonstrated knowledge of craft beer / spirits, including basic understanding of beer production
- Previous brewery or craft beer / bartending experience required
- 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

WORK CONDITIONS

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

- Shift / weekend work
- Working with challenging guests
- 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

All full-time staff eligible for health care benefits package.

REPORTING

This role will report directly to the Taproom Manager(s) and Taproom Shift Leads.