

## **JOB DESCRIPTION:**

# **TASTING ROOM SERVER**



Are you detail-oriented, customer-focused and passionate about craft beer? Would you love to spend more time at a brewery, talking about your favorite brews? Have we got a job for you!?!

Tyrannena Brewing Company is looking for qualified servers for our brewery's Tasting Room in Lake Mills, Wisconsin. The Server must have knowledge of craft beer styles and, preferably, the products of the brewery. Thinking quickly, awareness of surroundings and managing guests are also skills required to do this position well.

Providing top-notch customer service while maintaining control of the Tasting Room (bar), serving beer (no mixed drinks) and managing the financials require attention to detail and focus. At the end of each night the Server will cash-out the drawer, making sure it balances with the POS system and report any discrepancies to management.

### **PRIMARY DUTIES/RESPONSIBILITIES**

- Deliver a consistently high level of customer service to each patron; greet patrons quickly with enthusiasm and friendliness.
- Provide a positive and friendly guest experience by interacting with patrons.
- Engage visitors by offering beer samples and encouraging growler fills or bottles to go.
- Educate visitors on the history of the brewery and its products (and a bit on beer in general and the process of making it).
- Take beverage orders from customers, paying extreme attention to detail.
- Pour beer correctly and into proper glassware.
- Collect money for beverages served and providing change as needed; Maintain an accurate cash drawer throughout the night.
- Keep Tasting Room and Beer Garden clean, safe, organized and well-stocked.
- Alert management if orders need to be placed for beer and other supplies.
- Assist in ensuring patrons have a safe ride home, calling a taxi or Uber when appropriate.
- Perform other miscellaneous duties as assigned.

### **PREFERRED EXPERIENCE AND DESIRED TRAITS**

- High school diploma and at least 18 years old.
- Strong customer service, great memory, and interpersonal skills required.
- 2+ years' experience working as a server (experience at a craft beer bar or brewery a plus).
- Lake Mills Server's License (company will facilitate).
- Must be able to lift 30-pound boxes and stand for an 8-hour shift, if required.
- Must be able to work flexible shifts and schedules, including weekdays, weekends and holidays.
- Honest, hard-working and a team-player.

### **EXPECTED HOURS**

Part-time.

Hours will vary but shifts typically fall within the following times:

Monday thru Thursday – 4 to 10:30 pm

Friday – 2:30 to 11:30 pm

Saturday – 11:30 am to 11:30 pm

Sunday – 11:30 am to 8:30 pm

### **COMPENSATION**

\$10.25 per hour; paid training is available for the right person!

Tyrannena Brewing Company is an Equal Opportunity Employer committed to workforce diversity.

If you wish to apply for the position, please apply in person at 1025 Owen Street, Lake Mills.