



## **Job Summary:**

Servers at Lost Friend Brewing Company are responsible for providing our finished product to the consumer. As a result, servers will be required to effectively communicate information about the beer as well as convey the atmosphere and environment of our company and the taproom. Servers will need to have a high level of knowledge about the brewing process as well as our specific beers. A welcoming and safe environment must be provided by all servers with a consistent focus on the customers' experience.

## **Basic Duties and Responsibilities:**

- Serve beer in the taproom
- Provide high quality customer service
- Ensure a positive and safe experience for every customer
- Ensure the cleanliness of the taproom and bar at all times
- Have knowledge of the brewing process
- Learn, understand, and be able to effectively communicate the ingredients and flavor of the beer being served
- Properly use the Point of Sale system
- Ensure all opening, end of shift, and closing duties are performed properly

## **Schedule:**

This job requires a flexible schedule, however every effort will be made to keep the schedule as consistent as possible. Weekend and evening availability is required. Staff will occasionally be expected to work special events.

## **Physical Requirements and Environmental Conditions:**

Servers must be able to remain standing and moving for up to 8 hours at a time and have the ability to lift up to 50 lbs. Any full kegs must be moved with two people and should NEVER be moved solo. The work environment may expose servers to cleaning and sanitization chemicals from the brewery and taproom area. There is also the risk of exposure to Carbon Dioxide (CO<sub>2</sub>). All necessary safety equipment and procedures will be followed, but it is the responsibility of the staff to ensure those requirements are met. Any concerns about working conditions or safety will be brought to the attention of management immediately.