

Long Live Beerworks

Taproom Server Position

The goal of this role is to work with management to achieve Long Live's Boston taproom objectives including guest service, beer quality, sales, restocking, cleanliness and sanitation. As a taproom server, you will be required to be customer-facing, friendly and responsive to customer and taproom needs.

At Long Live, we strive to enable each individual to be empowered to make good decisions and trouble-shoot effectively and responsibly on the fly. Taproom servers should feel enabled and given the opportunity to grow in their role and responsibility.

Individual must be self-driven, enthusiastic, responsible and trustworthy, strive to match our passion for beer and commitment to excellent service and experience, and who can exercise good judgment and work well within a team. This position reports directly to Long Live management.

Long Live encourages and supports its team to pursue ongoing knowledge of industry standards and trends.

RESPONSIBILITIES INCLUDE:

- On site and To-go beer sales
 - Beer should always be served responsibly
 - Presentation and consistency focused
- Creating a positive and engaging experience for guests through elevated service
 - Ensure guests are welcomed and serviced in a timely manner
- Keeping a working knowledge of the beer we serve, tasting notes, brand history, and events that may be shared with customers who inquire more information during their visit.
 - At times this may include impromptu tours of the facility for interested guests
- Ensure thorough organization and cleanliness of the taproom
 - Guest areas must be clean and maintained regularly throughout the shift
 - Work station setup and breakdown including but not limited to cleaning taps, mopping, non-slip mats disinfecting & storage, clean & properly stored glassware, cold room organization, and merchandise inventory / restocking.
 - Participate in regular deep cleaning efforts around the taproom
- Setting team members up for success and completing desired tasks in a timely manner
- Providing necessary feedback and taproom updates via Slack
 - Keeping tabs on inventory needs: including beer, merch, etc, and communicating needs with Taproom Manager verbally and/or in Slack.
- Safe and accurate cash handling and drawer reconciliation

- Maintaining Inventory and reporting practices
- Must prioritize safety of yourself and other team members at all times and strive to constantly improve the safety of your work environment
- Ability to work during peak periods such as weekends, evenings, and holidays (required)
- Ability to crouch, sit, stand, pull, push, bend, and/or twist while working in confined, wet, hot, and/or cold environments. Must be able to stand and be mobile an entire shift, including regularly walking up and down stairs while holding a busing tray or cleaning supplies.
- Spot-checking quality/consistency of experience, ensuring all menus, registers, visuals, etc are consistent within the taproom.
- Self-driven, time management and completion of daily tasks assigned

REQUIREMENTS:

- Experience working in a bar/restaurant, brewery, winery, or other relevant business
- Passionate about providing exceptional customer service
- Availability must include weekends and holidays
- Enjoys a good beer and sharing experiences with others
- Basic level of beer knowledge and a desire to learn
- Multitasking skills and strong attention to detail
- Active Tips Certification
- Proficiency in cash handling and point of sale (Square)
- Must be able to safely lift 50+ pounds
- Proactive problem-solving and excellent communication skills
- Experience with POS systems
- Excellent guest relations skills
- Must be committed to our mission and culture, including maintaining a safe and welcoming space for all while delivering excellent experiences
- Fulfill orders accurately + efficiently
- Ability to thrive in a fast-paced environment, fulfilling orders accurately and efficiently.
- Engaging personality with compassion towards others
- Have reliable transportation and no issue arriving on time to assigned shifts
- Upon hire, must be enrolled in Homebase schedule management platform
- Able to stand, walk, lift, and bend during active shifts and work in crowded and confined spaces
- Able to maintain excellent customer service and a professional appearance suitable for guest interaction while working under pressure.
- Strong time-management skills
- Must be 21 or older