



TRAP DOOR
BREWING

Beertender JOB DESCRIPTION, DUTIES & REQUIREMENTS

SUMMARY:

Beertender facilitates guest enjoyment by performing a variety of customer service duties throughout the guests visit. The Beertender position will educate customers on all beers, events, merchandise and share the TD story. This position is also responsible for ensuring that all TD customers have a positive and memorable experience. The candidate must have a passion for quality service, and superb craft beer! This is an hourly plus pooled tips position, Beertenders make between \$30 -\$42 per hour.

JOB DUTIES INCLUDE BUT NOT LIMITED TO:

- Represent Trap Door Brewing as a “brand ambassador”
- Provide only the highest quality of customer service to all that visit Trap Door Brewing
- Responsible for all aspects behind the bar and in the lounge area
- Responsible for consistency and quality in the proper beer pour
- Educate customers on TD story, product(s), daily specials and upcoming events
- Educate customers on the variety of Trap Door beers, styles, upcoming releases, beer to go
- Responsible for taking guests orders, money handling, bussing tables and maintain positive customer interaction throughout their stay
- Maintain comfort & cleanliness throughout the tap room, behind the bar, storage areas, cooler and all restrooms
- Cohesively work alongside front of house staff, brewers, management, and owners
- Attend staff meetings, training, special events and other functions required
- Responsible for daily opening and or closing procedures
- Responsible for maintaining a positive and clean work environment
- Follow alcohol awareness by properly preventing over consumption of alcohol
- Keep abreast of policies and procedures and current developments in local, state, and federal laws applicable to the service of alcohol, safe food handling, health standards etc.

IDEAL SKILLS AND ABILITIES:

- Knowledge and passion for quality craft beer, guest beverages
- Understanding of the brewing process and the craft beer industry

POSITION REQUIREMENTS:

- Must have a valid Washington State MAST Certification and Washington state food handler card
- Ability to work both independently and in a team environment
- Knowledge and basic computer skills to operate point of sale system
- Ability to lift up to 50lbs multiple times throughout the shift
- Ability to work flexible schedule: weekdays/nights, weekends, holidays
- Minimum of three years’ experience working as a Bartender

KEY PERSONAL CHARACTERISTICS:

- Strong work ethic, impeccable integrity and down-to-earth attitude
- Ability to think “outside the box”
- Possess skills in creativity and drink creation
- Positive, professional attitude
- Strong written and verbal skills
- Possess the ability and drive to successfully work in a high stress, face paced environment
- Strong conflict resolution skills
- Attention to detail

Email resume and cover letter to jobs@trapdoorbrewing.com

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