

# Server Positions & Responsibilities

As a server at Reformation Brewery, your role and responsibilities are defined by the position you are working during your shift. These positions require everyone to be focused on their core responsibilities and also be willing to assist other positions as needed. It is always everyone's responsibility to maintain a clean environment for staff and guests alike. Everyone's ID must be checked to confirm they are of legal age to order and consume a beer.

## Shift Captain

- Opening & Closing Duties
- Ensure smooth operation of Taproom Events
- Proficiency in troubleshooting in a timely, calm, and efficient manner
- Manage bar staff and workflow of staff members
- Analyze performance of the Tasting Room
- Experts at delivering Our Story and explaining Our Products
- Troubleshoots POS problems & processes all Refunds
- Provides Tours of the facility at regular intervals, location dependant (Canton)
- Fills in all other positions as needed during the shift
- See Shift Captain training for additional information

## Host

- A combination role that encompasses bartending, barbacking, and hosting duties and responsibilities, as needed and directed by the shift captain.
- Serves guests at the bar: draft beer, packaged beers, merch items in a professional manner
- Efficiently operates POS, including opening and closing out tabs
- Delivers brand story and product information

- Maintains a clean and functional taproom, including bar area, seating areas, bathrooms, and outside space. Assist in Opening and/or closing duties
- General cold room upkeep, properly change kegs

### **Barista**

- The addition of an espresso machine is adding the barista role to serve coffee products to the guests at the Woodstock location
- Prepares and sells coffee/tea drinks by following prescribed recipes and preparation techniques for coffee drinks, such as, espresso, latte, and cappuccino, etc.
- Maintains a clean, safe, and healthy work environment by following organization standards and sanitation regulations
- Cleaning work areas, coffee machines, and equipment

### **Bev Tech**

- Bussing venue space and trash upkeep
- Clean and keep glassware stocked
- Ensure proper use of glassware
- Glassware and Proper Pour
- Properly change kegs in the cold room
- General cold room upkeep, and monitor cold room temperature.
- Remove tags from empty kegs, spray the ball valve with alcohol, and set empty kegs in designated areas.