

CALEDONIA SPIRITS®

Job Description

Position	Server	Department	Hospitality
Category	Full Time	FLSA Classification	Non-exempt
Supervisor	Bar & Hospitality Manager	EEO Category	Service Worker

Summary

The Server works closely with all Hospitality departments to ensure a great customer experience, with a primary focus on providing engaging, knowledgeable and professional service. This position's primary function is greeting and assisting customers, Server service, table maintenance, processing payments and assisting the team with executing our food and beverage offerings on premise. In addition to helping with all key functions to maintain a clean and organized space: busing, dishes, stocking and daily cleaning projects.

Founded by a beekeeper, Caledonia Spirits was built on a vision to connect Server culture to agriculture. We are passionate about the spirits we produce, including Barr Hill Gin, America's Most Awarded Gin. Our work is fueled by the values of environmental stewardship, social responsibility, and continuous learning.

At Caledonia Spirits we believe diversity makes us better. For us, it is not just about being an Equal Opportunity Employer, which we are proud to be. It is about inviting different experiences, backgrounds, and perspectives to our work; and making conscious efforts to reach out to candidates who can bring different ideas and perspectives to what we do and create together.

So we invite passionate people, committed to excellence, to join our team. We welcome applicants of all races, religions, colors, national origins or places of birth, ages, sexes, sexual orientations, genders, gender identities, and abilities. We welcome those who have served our country. We invite you to make our team richer and better.

Duties and Responsibilities

The following duties and responsibilities reflect the essential functions of the position, but do not restrict the assignment of additional tasks. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Maintain a high level of organization using our reservation and seating systems to ensure a smooth service, while maximizing capacity.
Provide excellent customer service.
- Providing accurate and knowledgeable information about our current food & beverage menus, offerings and specials according to company standards, techniques and protocols.
- Maintain routine table maintenance and points of service during guest visits.
- Perform housekeeping tasks as required to maintain a high-level of cleanliness, order and safety in the Hospitality spaces, including the bar, kitchen, retail space, customer bathrooms and outdoor guest areas.
- Assist with and perform assigned tasks according to the established processes, protocols and practices, including but not limited to: opening/closing all FOH and guests areas; cash drawer duties; style of service/guest interactions.

- Maintain working knowledge of Vermont Department of Liquor Control rules and regulations as relevant to Server service, tastings and events.
- Continually monitor and assess general safety and COVID best practices within the Hospitality spaces and outdoor guest areas (including parking lot), consult with staff and/or other management to effectively respond to and proactively address safety concerns according to proper/established protocol.
- Operate within health and safety and Vermont DLC compliance requirements.
- Respond to customer or team concerns with respect and with the intent to fully resolve the issue(s) of concern; report significant issues to management according to established protocol.
- Maintain knowledge of the company's products, distilling practices and history, and share the story of the brand with customers.
- Assist with set-up, clean up, serving, preparing food and other tasks as necessary for on-site and off-site events.
- Complete other projects and perform other duties in support of the company goals and objectives, as requested.

Education and Experience

Required: Any combination of education and experience likely to provide the skills, knowledge and ability to successfully perform the essential functions of the position.

Preferred: 2 years' experience in restaurant, hospitality or retail industry.

Certifications and Licenses

Required: Vermont DLC serving license (within 1 week of hire);
First Aid/CPR certification (within 3 months of hire).

Preferred: ServSafe Certification

Required Knowledge and Competencies

- Ability to present and maintain a friendly, professional demeanor while at work.
- Foundational knowledge of spirits, wine and beer, and an interest and enthusiasm for learning more about craft spirits and Servers.
- Excellent interpersonal communication skills.
- Ability to assist in basic Server & food preparation and table & Server service according to company standards and specified recipes/instructions as needed.
- Exceptional customer-service orientation, with the ability to recognize and utilize customer complaints as opportunities to build brand loyalty.
- Ability to follow and adhere to instructions, directions and guidance on processes, procedures and best practices for bar and retail operations.
- Basic math skills and ability to use Point of Sale and other equipment to process cash and credit card payments.
- Ability to read, write, and speak the English language at a level sufficient to understand Vermont's Liquor Laws and Regulations (per the Vermont DLC).
- Ability to problem-solve with a solutions-oriented approach and to successfully manage and resolve conflict.
- Ability to represent the company and the brand in a professional manner.
- Basic skills with computer equipment and software.

Physical and Other Requirements

- Required to comply with all company policies and safety standards.

- Consistent, predictable presence at work according to assigned shifts, including nights, weekends, and holidays, as scheduled.
- Frequently required to use kitchen equipment and food and beverage preparation and serving tools.
- Frequently required to work in the Hospitality space for extended periods of time, and to move quickly between tasks to meet customer needs.
- Frequently required to work in a fast-paced environment and quickly, successfully complete multiple tasks of varying complexity.
- Frequently required to move about and navigate a variety of physical environments, including the bar and other Server service spaces (including outdoor service areas), the bar kitchen, retail spaces, and storage rooms.
- Regular operation of cash registers and other equipment to process cash and credit card payments
- Occasional operation of a computer, keyboard, mouse, and other devices.
- Participation in training sessions, presentations and meetings, on- and off-premises.
- Regularly required to lift and transport objects weighing up to 30 pounds.
- Ability to maintain confidentiality required: regularly exposed to confidential, non-public information relating to the business.

Supervisory Responsibilities

This position does not have supervisory responsibilities.