

# CALEDONIA SPIRITS®

## Job Description

Position	Hospitality Support/Host	Department	Hospitality
Category	Part-time	FLSA Classification	Non-Exempt
Supervisor	Bar & Hospitality Manager	EEO Category	Service Worker

### Summary

The Part-Time Hospitality Support/Host position is an entry level position that involves helping to plan and see our reservations for the evening, and when needed support retail and our server and bartending teams and kitchen/sanitation.. The ideal candidate will be an enthusiastic team player helping with key daily operations and providing general and various support to the Hospitality team. The Hospitality Support position is perfectly suited for an individual that has minimal restaurant experience and is looking to learn more and gain experience working in a high-end bar setting.

Founded by a beekeeper, Caledonia Spirits was built on a vision to connect cocktail 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.

- Must be available weekends
- Must be available at least 3 shifts per week..
- Maintain a high level of organization using our reservation and seating systems to ensure a smooth service, while maximizing capacity.
- Greet & seat customers in a friendly, professional manner, following our outlined Steps of Service.
- Provide excellent customer service.
- Assist regularly in dishwashing.
- Assist customers upon arrival with their reservation, ensuring they understand our current guidelines and process.
- 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** 1 years minimum retail or hospitality experience

### **Certifications and Licenses**

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

**Preferred:** ServSafe Certification, BarStarts, BarSmarts

### **Required Knowledge and Competencies**

- Ability to present and maintain a friendly, professional demeanor while at work.
- Basic knowledge of spirits, wine and beer, and an interest in learning more about craft spirits and cocktails.
- Excellent interpersonal communication skills.
- Ability to assist in basic cocktail & food preparation and table & cocktail service according to company standards and specified recipes/instructions as needed.
- Exceptional customer service, with the ability to recognize complaints as opportunities to build brand loyalty.
- Ability to follow and adhere to directions 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 to sufficiently 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.
- Required: nights, weekends and holidays as scheduled.
- Consistent, predictable presence at work according to assigned shifts.
- Knowledge of and ability to use kitchen equipment and food and beverage preparation and serving tools.
- Frequently required to work in the retail space for extended periods of time, up to 8-10 hour shifts and to move quickly between tasks to meet customer needs.
- Frequently required to work in a fast-paced environment and quickly perform various complex tasks.
- Frequently required to move about and navigate a variety of physical environments, including the bar and other cocktail service spaces (including outdoor service areas), the bar kitchen, retail spaces, and storage rooms.
- Regular operation of Point of Sale 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.
- Must maintain confidentiality: regularly exposed to confidential, non-public information relating to the business.

*Beverage and Retail Staff*

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- 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.

This job description does not constitute a contract of employment. Employment of all staff is “at-will” and may be terminated by the employee or the company at any time, with or without notice or cause.