

TAPROOM TEAM MEMBER ASSOCIATE

At Icicle Brewing Company, our family loves bringing people together through great craft beer experiences every day. We value relationships, quality, safety, integrity, and sustainability. We celebrate diversity and are committed to creating an inclusive, equitable and just environment for all employees.

We are an Independent Craft Brewery founded in 2010 in the beautiful town of Leavenworth Washington in the Cascade Mountains. We are seeking an exceptional Taproom Associate who is motivated, attentive, and energetic people who enjoy providing our guests an amazing experience.

Our Taproom Team guides our guest's beer selections from our diverse portfolio of craft beers and fresh and local menu items through education and listening and engaging with our guests.

The ideal candidates for this position take genuine pride in constantly exceeding guest expectations, can multitask, always maintain a positive attitude, and want to be a part of a high performing crew. Craft beer enjoyment and knowledge is valued.

DUTIES AND RESPONSIBILITIES:

- Provide excellent service to guests including inputting orders in the POS, preparing and expediting food and drinks
- Opening and closing guest check transactions
- Bussing and clearing tables
- Hosting, and welcoming guests all guests with enthusiasm and friendliness
- Provide excellent customer service to all guests, creating a wonderful customer experience
- Respond promptly and appropriately to all guest requests and concerns
- Apply all guidelines for responsible alcohol service, (21+).
- Educate all guests about the beer and food available on the current menu.
- Maintain full knowledge of ingredients and other pertinent information about beer and food being served.
- Complete daily tasks and projects
- Smile and engage with guests
- Constantly work to increase knowledge, including attending trainings and meetings put on by management
- Maintain the highest level of customer service and professionalism with guests, management, and co-workers
- Demonstrate flexibility in scheduling and assist as needed with ensuring all shifts are appropriately staffed
- Follow checklists and standard operating procedures
- Learn to operate Square POS system.
- Perform other duties as assigned

QUALIFICATIONS:

- Must be at least 21 years of age.
- Prior hospitality experience a plus.
- Possess basic math skills and the ability to handle money and Point of Sale cashier duties.
- Possess or be able to obtain a WA Food Worker Card and Mandatory Alcohol Server Training (MAST) Permit. Possess strong knowledge and enforcement of Washington LCB laws and Health District guidelines
- Possess working knowledge of beer and craft beer industry
- Able to lift heavy objects (25 — 50 lbs.)
- Able to stand, reach, walk, lift, and bend for duration of shift.
- Able to work in crowded and confined spaces.
- Able to maintain excellent customer service and positive guest interaction while working under pressure.

Job Type: Part-time & Full-time positions available

Schedule:

- Open seven days a week
- Holidays
- Weekends

Benefits:

- Taproom employees are eligible for medical and dental insurance, company IRA matching, access to passes to Mission Ridge and Leavenworth Winter Sports Club, access to Seattle Sounders Pub Partner Tickets, and more!

COVID-19 considerations:

All customers are required to wear a mask to enter the taproom and it must be worn at all times except while seated at their table.

Company's website:

- www.icyclebrewing.com

COVID-19 Precaution(s):

- Personal protective equipment provided or required
- Temperature screenings
- Social distancing guidelines in place
- Sanitizing, disinfecting, cleaning procedures in place

