



## Front of House Job Description

Here at the Taproom, we want people to be able to come and have an excellent time with us no matter what their trip entails, whether it is a trip to the shop to stock up on some beers, popping in for a quick drink or coming with friends and family for a great meal! As a front of house team member, you will not only be the face of the Taproom and Kitchen, but you are also the face of West Berkshire Brewery.

At the Taproom every customer is to be greeted with a warm welcome, you will be a friendly face, greeting, seating and serving customers throughout their visit. You will go above and beyond to ensure every customers' needs are met.

As a front of house team member your job role will vary, dependant on the needs of the business you may be preparing drinks at the bar, taking orders and payments, serving drinks and food, or serving customers in our shop.

The job role will include unpacking and storing deliveries and maintaining all beer to its highest quality. You will learn about all of our drinks and food items on the menu, so you are able to communicate and recommend items to customers, based on your personal opinions and knowledge.

You will follow all health and safety procedures to ensure a safe working environment for yourself, your team members, and all guests.

### Preferred Skills and Experience

- To be comfortable working in a fast-paced environment
- To be able to remain calm under pressure and at busy times
- To be confident in communicating to your peers to always ensure a smooth service
- To be passionate about delivering excellent customer service and maintaining high standards
- You will be a great at working in a team but also be able to use your own initiative
- A base knowledge of cask ales, beers, wines and spirits.

### Role and Responsibilities

- To handle all payments in a diligent and responsible manner.
- Ensure the hygiene of the bar and surrounding areas are maintained to a high standard.
- To abide by the appropriate health & safety regulations and licensing laws
- To complete all required training before commencing new role.
- Interact with all customers in a polite, fun and welcoming manner.

### Benefits

- Competitive hourly paid salary, plus tips.
- Training
- Discounts in the Shop and Taproom