



### **About Tin Whiskers**

Tin Whiskers Brewing Company is a new microbrewery and taproom in downtown Saint Paul, Minnesota that is founded by three electrical engineers. We are located in the Rossmor Building at 125 9<sup>th</sup> Street E., Unit 127. We will be opening in May 2014.

Tin Whiskers is a local open source craft brewery on a mission to make technically excellent beer. Tin Whiskers is opening the book on everything we do. Our goal is to engage and give back to the community by sharing an inside look at opening and operating a craft brewery. We hope that our rapidly rotating beers and open recipes give customers something to taste and talk about.

### **What We Need**

Tin Whiskers is looking for (4) Beertenders to join our team. We are seeking hardworking, customer focused, flexible staff, who are capable of problem solving. Beertenders should be passionate about learning, knowledgeable about beer and brewing, and excited to be a part of the growing craft beer industry.

Tin Whiskers will have 5-6 beers on tap including 1-2 taps rotating weekly. We will be offering our guests flights, 10oz pours, pints, growlers, and merchandise. We do not have a kitchen, but our guests are welcome to order food from restaurants within the Rossmor building, or to bring their own food items. We will be open Wednesday 4-8pm, Thursday-Friday from 3-11pm, and Saturday from 12-11pm. Hours and days are subject to change.

The ideal candidate will embrace our open philosophy and thrive in our collaborative work environment.

### **Summary of Beertender Position:**

The most qualified candidate(s) will become part of the Tin Whiskers team and will report directly to the Taproom Manager or President. Beertenders are responsible for maintaining a welcoming, exciting, and educational environment for our guests. With the goal of gaining enthusiastic and loyal customers, our beertenders will not only sell our award winning beer and merchandise, but also strive to introduce customers to the unique Tin Whiskers culture and experience.

### **Responsibilities:**

- Exceed customer expectations and cultivate positive, lasting relationships with customers
- Provide guests with a quality experience; express gratitude and invite them to return
- Maintain a safe, healthy, and sustainable taproom environment
- Explain, describe, and recommend Tin Whiskers beers to guests, including beer pairings to accompany food from local restaurants

- Explain and talk about the story and philosophy of Tin Whiskers
- Be able to explain basics of the brewing process to guests
- Work to personally recognize and learn the names of regular guests
- Notify Taproom Manager any time a guest is not 100% satisfied with their experience
- Fulfill all beverage and external food orders from guests accurately using a point-of-sale system (POS)
- Pour beer from tap, cask, or beer engine to fulfill orders
- Accept guest payment, process credit card charges and make change
- Maintain cleanliness in all areas of the taproom throughout the shift, including counters, sinks, shelves, storage areas, and clearing glassware from the bar and tables
- Wash and sterilize glassware, rinsing all beer glasses prior to pouring beer into them, and complete all additional shift related sanitization tasks as required
- Routinely check the cleanliness of the bathrooms and provide restocking of supplies and cleaning as needed
- Report all equipment problems and bar maintenance issues to Taproom Manager or President
- Sell merchandise and manage inventory; assist in taking inventory and restocking items as needed
- Attend all scheduled employee meetings
- Bring your own suggestions and ideas for improvement

#### **Qualifications:**

- Be 18 years of age or older
- Possess a positive attitude and work well with other team members in a collaborative environment
- Be available to work as early as 2pm and as late as 1am Wednesday-Friday and 12pm-1am on Saturdays
- Must have ability to handle money and operate a point-of-sale system (POS)
- Be able to properly pour beer
- Be able to work in a standing position for long periods of time (up to 5 hours)
- Be able to work in a fast paced taproom environment

#### **Preferred Qualifications**

- Homebrewing experience, knowledge of the brewing process, or in-depth knowledge of craft beer
- Previous bartending or taproom experience
- Previous experience with using POS systems
- Certified as a Beer Server, Cicerone, or Master Cicerone
- Secondary skills such as book keeping or lab experience in a brewery or winery

Tin Whiskers Brewing Company is an Equal Opportunity Employer. This position is part time and is paid hourly. Compensation will be based on past experience. Paid holidays and health insurance benefits are not part of the compensation package.

Please note that this job description is not definitive and may be modified to reflect changing needs.