

WE WANT GREAT PEOPLE TO SERVE GREAT BEER

Reports to: General Manager, Assistant General Manager

Department: Taproom and Retail

Location: Beamsville, ON

Job Type: Full Time/Part Time

About Bench Brewing:

Located in the heart of Niagara's wine country, our farmhouse brewery is set to open May 2018 in the historic Maple Grove Public School in Beamsville, Ontario. Our brewery will be a place for our guests to relax, learn, and experience the craft of brewing beer.

The Bench Brewing Campus is located across eight beautiful acres and will feature a 50hL brewing system, a tap and tasting room, a beer garden, a 'funk house' for our wild ale and barrel fermentation program, and our own hops field.

The Role:

The role of the Taproom team member involves all aspects of the guest experience during their visit to our brewery. Hospitality and beer education are at the forefront of all that we do, as we strive to provide a friendly and unique customer experience.

Key Responsibilities Include:

- Maintain 100% customer satisfaction through genuine hospitality, the first time
- Be in constant communication with your team to execute service or resolve issues in a timely, courteous and professional manner
- Conduct dynamic brewery tours
- Understand responsible alcohol service policies
- Be proactive in maintaining high standards of safety, cleanliness, merchandising
- Increase sales through product knowledge, customer engagement and effective communication of the Bench brand
- Whether on, or off duty, always represent Bench values by demonstrating respect for other breweries/wineries/processes
- Some travel may be required for off-site events

The ideal candidate will have:

- A thirst for knowledge – desire to constantly be learning about beer styles and brewing processes, and being excited to share that knowledge with our customers and consumers.
- The drive to win as a team – collaborating to achieve success is what we do here at Bench.
- Ability to thrive in a dynamic and evolving environment – willingness to adapt and support in new areas of the business as required
- Must be Smart Serve certified
- Available to work evenings, weekends and holidays
- Stand comfortably for up to 8 hours a day
- Must be able to lift 30L keg