

# POURING WITH **HEART** · THE BARTENDER

As the Bartender, you are the main reason why our guests return to our bars. Perhaps more than anyone else, you get the chance to embrace your individuality to create memories and meaningful connections, which is the heart of what we do. Our bars are our homes and our regulars come to see you. But you must also be like the duck on the lake. On the surface, you are hosting an amazing party and cultivating a sense of community alongside your family of talented weirdos. But below the surface, you are constantly moving, practicing responsible service, and supporting your team and every aspect of the guest's experience. What the customer doesn't see is just as important as the atmosphere you curate.

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*"A sage traveling all day is never far from the supplies in his cart, and however spectacular the views he remains calm and composed." - Lao Tzu*

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## ESSENTIALS

- Be punctual and ready to hustle with a positive attitude before you clock in
- Have comprehensive knowledge of all products offered: cocktails, beer, food, etc
- Always be developing your craft; learn through listening, reading, and research
- Don't be a bummer
- Provide responsible service of alcohol and uphold the ethos of our company
- Guarantee the three pillars of ambiance are always dialed in: lighting, music, temperature
- Team correspondence and communication is absolutely necessary
- Foster relationships and build community around the bar. Make a connection with every guest. They may enter as strangers, but they leave as friends.
- Ensure quality over convenience with every aspect of service
- Handle all guest transactions accurately, efficiently, and respectfully
- Identify problems and provide actionable solutions for improvement
- Attend and participate in monthly workshops

## PERKS

Free Core Value Tattoos · Health & Wellness Program · Access to Beer & Spirit Societies

## PHILOSOPHY

- This is a people business. Put people first.
- Never settle, never stop getting better. Good today, better tomorrow.
- Adapt & overcome. Things can and will change.
- Be easy to work with and thoughtful in how you work.
- Ask others how they are feeling, not how they are doing.
- Ignore the past and start each day anew
- Trust your instincts and keep your emotions & wits balanced.

You can't step in the same place twice so make each step count.  
Be Thoughtful. Be Kind. Be Yourself. Make Shit Better.