

POURING WITH HEART · THE LEAD BARTENDER

The Lead Bartender role is exactly as it states, the leader of the bartenders and is perhaps one of the most exciting roles in the venue. They live the values laid out by Pouring With Heart and implement them to the staff on a daily basis. They have minimal admin responsibilities but are being nurtured to learn the workings of the venue and industry as a whole. The future goal of the Lead Bartender is to take an AGM position in Pouring With Heart when one becomes available.

“Happiness is not in the mere possession of money; it lies in the joy of achievement, in the thrill of creative effort” -FDR

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.