

Tap-N-Pour LLC



Job Description

Job title: Greeter

Work Location: 18 West Main Street, Cuba, NY 14727

Compensation: \$16.50 per hour

Reports to: General Manager or Manager on duty

Full-time
Part-time

Exempt
X Nonexempt

Other
Contractual

Essential Duties and Responsibilities:

This person is a member of the team who makes sure that guests feel welcomed, cared for, and valued by creating a warm and welcoming environment for patrons from the moment they enter the establishment.

- Ensure that customers feel relaxed and at home.
- Handle customers' inquiries.
- Assess customers' needs and preferences and make recommendations.
- Serve customers in a friendly and helpful manner.
- Determine when a customer has had too much alcohol; and if required, prevent any further serving in a polite way.
- Scans driver's license, credit card, issue activation card.
- Fill in where needed to ensure guest service standards and efficient operations.
- Perform related duties as assigned by supervisor.
- Maintain compliance with all company policies and procedures.

Education and/or Work Experience Requirements:

- Excellent communication skills, including ability to effectively communicate with internal and external customers.
- Good computer proficiency.
- Willing to participate in Alcohol Awareness and Safe Food Handling training.
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service.
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.
- Understanding of tap room etiquette.
- Familiarity with health and safety regulations.
- Experience in managing reservations.
- Demonstrable customer-service skills.
- Strong organizational skills with the ability to monitor the entire customer area.
- Availability to work in shifts as needed.
- High school diploma or GED desired.

Physical Requirements:

- Ability to perform the essential job functions safely and successfully consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.
- Must be able to work on your feet for long periods of time including bending, walking, and standing and be able to lift and carry up to 50 pounds.
- Must be able to talk, listen and speak clearly on telephone.

Print Employee Name:

Employee signature:

Date: