



Barback

SUMMARY:

Lamplighter barbacks are assistants to the bartenders. They are responsible for keeping the taproom clean and organized, washing and drying glassware, refilling snacks and water, changing kegs, and helping out with service in whatever way is necessary. Barbacks are also trained to manage the taproom door, and are responsible for maintaining a safe and comfortable taproom capacity and environment. In this capacity, the barback should be able to control the taproom crowds and flow, mediate a confrontation with any customers and/or Lamplighter staff, and maintain the taproom rules and regulations as they pertain to underage drinking, closing hours, city and state laws, and intoxication. Barbacks should have a working knowledge of general beer and brewing, and a suitable understanding of Lamplighter's history, operations, policies, and procedures.

RESPONSIBILITIES:

Bar Service

- Assisting bartenders by keeping taproom and bar clean and stocked, providing necessary support to ensure prompt and friendly service
- Maintaining taproom cleanliness throughout shift by collecting dirty glassware and trash, spraying down dirty surfaces, and cleaning up broken glass and spills when necessary
- Processing transactions using the POS system
- Selling and preparing retail items, (e.g. growlers, squealers, apparel, glassware) during hours when retail counter is closed
- Serving snacks from the bar
- Restocking and replenishing taproom inventory and supplies, ensuring self-serve water station and snack jars are stocked throughout the shift
- Restocking public bathrooms with sanitary supplies as necessary
- Complying with all local and federal food, beverage, and hygiene regulations
- Ensuring that taproom and kitchen are clean at the end of the night, adhering to closing checklists provided in taproom and kitchen
- Performing simple kitchen tasks such as heating and prepping pretzels for service and washing dishes with proper 3-bay technique

Door Service

- Checking customers' identification and confirming that it meets legal drinking age
- Maintaining count of customers in taproom, ensuring it does not exceed legal capacity limits
- Organizing the formation of lines outside taproom so that sidewalk remains passable to pedestrians
- Attempting to limit problems related to customers' excessive drinking by following established procedures
- Communicating with bartenders to manage taproom capacity; when necessary, temporarily restricting entry if bartenders are overwhelmed with service requests
- Working with bartenders to ensure that legal regulations regarding open containers, open flames, etc. are being followed
- Barring taproom access to rowdy, aggressive, or unruly customers as determined by bartending staff or behavior prior to entering taproom
- Providing an excellent guest experience

REQUIREMENTS:

- Ability to keep the bar organized, stocked and clean
- Ability to remain calm and controlled in the unlikely event of a customer confrontation
- Positive attitude and excellent communication and customer service skills
- Ability to lift 50 lbs
- Ability to be mobile and on feet for 8+ hour shifts
- At least 18 years old
- Desire to learn about beer and brewing

*No prior experience is necessary for this position

**No formal education is necessary for this position

Job Description Acknowledgement

I have read and understand the essential functions*** and requirements of this position. I understand that this is not to be considered as an exhaustive statement of duties, responsibilities or requirements and does not limit the assignment of additional duties for this position.

Employee Signature

Date

*** Essential Function: Basic job duties that an employee must be able to perform, with or without reasonable accommodation.

The signed original copy of this receipt should be given to management - it will be filed in your personnel file.