



Passionate about craft through community.



Job Title: Host

Reports to: Pub Management Team

About Beards Brewery:

Beards Brewery is located in the scenic gaslight district of downtown Petoskey, where we operate our small 1bbl (31 gallon) pilot brew house and have a tap room/restaurant open to the public. We additionally have a 15bbl (465 gallon) production brew house in Charlevoix where we keg and can our beers to meet our growing demand at our pub location as well as distribution to bars and restaurants within Michigan.

Job Description:

The host is the first person our guests interact with when they enter the brewery. With the primary responsibility being to greet and seat guests properly; it's essential that the hosts create a warm and welcoming atmosphere as a prelude to the full Beards experience. It is also up to the hosts to maintain an efficient flow throughout the entire pub.

The hosts create the first impression on all guests entering the brewery and it is imperative that we make it positive and welcoming for each person walking through our doors. All hosts are responsible for keeping the indoor/outdoor entryway and lobby area clean and organized at all times. The ideal candidate must be able to set the rest of our team up for success by chatting with guests and being able to answer any Beards related questions to truly jump start the experience by providing excellent customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Adhere to the Beards Employee handbook
- Provide excellent customer service with each guest interaction
- Respond to any guest questions with confidence
- Remain up to date on all things Beards
- Develop and cultivate strong relationships with guests
- Report to work on time, every time
- Maintain a clean working environment
- Communicate effectively with all team members
- Cultivate a team oriented environment
- Keep open communication with management on ways to continually improve efficiencies
- Take guests to their seats while updating the Waitku app (on iPad)
- Stock up menus and silverware when low

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- Must be able to take to-go orders in person and over the phone
- Properly ring in to-go food orders and retail merchandise through the POS system
- Maintain an efficient flow throughout the entire pub
- Be willing to complete various cleaning projects
- Maintain a clean indoor/outdoor entryway (this includes shoveling walkways during winter months)
- Restock retail area
- Completing any other assigned tasks

KNOWLEDGE / SKILLS / REQUIREMENTS:

- No experience needed, but is a plus
- Outstanding customer service skills
- Must be friendly and personable
- Ability to be on your feet 8+ hours a day and lift up to 50 lbs
- Willing to continue education on all things Beards
- A passion for the history and future of Beards
- Will be tested on menu knowledge for both food and merchandise items
- Must remain professional while having an outgoing personality to interact with our guests
- Must become familiar with the POS (point of sales) system
- Professional phone etiquette
- Cash handling skills
- Juggle a multitude of tasks at once
- Must become proficient with the WaitKu app

We are a rapidly growing brewery looking for dedicated people who care about community and craft. We strive to provide approachable craft experiences born from quality beer throughout everything we do. If that sounds like you, and you align with the skills and duties above, please download an application at www.beardsbrewery.com on the careers page, and submit via email with a resume to management@beardsbrewery.com