



Job Title: SERVER LEAD

Supervisors: Front of House Manager // Bar Manager

CITY BARREL PURPOSE STATEMENT

Build positive communities through purposeful experiences

CITY BARREL MISSION STATEMENT

To successfully grow an innovative craft brewery and cultivate quality relationships.

CITY BARREL CORE VALUES

- Beer is fun! Foster the community to be friendly and welcoming
- Own it! Celebrate successes and recognize failures
- Be excellent to each other. Be respectful, be understanding and be kind
- Excellence is achievable. Do your best, next time, do it better
- Collaborate! We're best when we work together

Job Description: City Barrel Brewing Company is now interviewing candidates for SHIFT LEAD. The following is a general outline of the position's responsibilities:

The SHIFT LEAD will assist with restaurant floor operations, facilitate staff services, direct service, assist with training programs. Additionally, you will direct and coordinate activities concerned with service development of the City Barrels FOH service staff, achieving a high level of hospitality, guests retention and a positive public image. You will ensure the restaurant is opened and closed properly by ensuring checklists are completed and tasks are delegated.

SERVER LEAD/ MOD DUTIES

STAFF MANAGEMENT + TRAINING

- Accomplishes restaurant human resource objectives by
 - Onboarding/Orienting new staff,
 - Training, coaching, counseling, and disciplining employees;
 - communicating job expectations;
 - planning, monitoring, appraising, and reviewing job contributions;
 - enforcing policies and procedures.
- Teamwork and motivation: Create a positive and supportive work environment, fostering teamwork and collaboration among servers
- Effectively and efficiently assist in the management of Front of House operations by communicating, implementing and enforcing SOPs

- Administer Server Menu Tests
 - Food Menu Test
 - Cocktail Menu
 - Beer Menu
 - Upsell
- Upsell and promote specials
 - Introduce menu recommendations or highlight current promotions to enhance the customer experience and restaurant sales.
 - Provide feedback and guidance on roll-out+ promotion eg. highlights to menu, table tents, posters, etc

GENERAL DUTIES

- Inventory tasks: If applicable, assist with basic inventory tasks like stocking side stations or checking beverage levels.
- Stay informed + communicate: Stay updated on menu changes, drink specials, and any ongoing promotions to effectively inform guests and communicate these updates with the FOH team
- Avoids legal challenges by conforming to the regulations of the Missouri alcoholic beverage commission.
- Ensures a safe, secure, and healthy environment by establishing, following, and enforcing sanitation standards and procedures; complying with legal regulations; securing revenues; executing disaster plans; and maintaining cleanliness on patio, sidewalk, and walkways.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; and participating in professional organizations.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; and exploring opportunities to add value to job accomplishments.
- Perform duties of the Server + role as defined in the Server job description
- Perform Duties of the Host role as defined in the Host job description when needed.

CUSTOMER EXPERIENCE

- If the FOH Manager is not available, ensure positive guest experiences when needed, take action/respond accordingly to guest issues and or complaints in a timely matter
- Maintains ambiance by:
 - controlling lighting,
 - background music,
 - linen service,
 - glassware, dinnerware, and utensil quality and placement

- monitoring food presentation and service.
- **Assist with seating and greeting guests:** Ensure a smooth and welcoming experience for all customers
- **Monitor service flow:** Ensure smooth kitchen-to-table operation, anticipating needs and communicating effectively.

OPENING / CLOSING DUTIES

- Pre-Shift Responsibilities:
 - Review daily reservations and staffing schedule: Ensure tables are allocated appropriately and staff assignments are clear.
 - Prepare service stations: Replenish supplies like napkins, utensils, and condiments. Set up tables with appropriate tablecloths, silverware, and glassware.
 - Communicate with FOH + BOH team: Discuss any special events, staff needs, or menu updates for the day.
- Closing Duties
 - Ensure all financial activities are submitted accurately, and in the parameters set forth by City Barrel
 - Z reporting,
 - deposits,
 - End of Day Reports,
 - Server Closeouts,,
 - Time Clock - personnel/payroll-related materials are secured,
 - Help close down the restaurant: Assist with cleaning tasks, restocking supplies, and prepping the restaurant for the following day.
 - Toast Manager Log: Provide feedback to managers by documenting daily activities in the following categories as needed
 - Accounting
 - Call Outs
 - Guest
 - Injuries
 - Inventory
 - Maintenance
 - Operations
 - Shift Notes
 - Other
 - Discuss any issues encountered during the shift and offer suggestions for improvement.
- Ensure all financial reporting, deposits, End of Day Reports, Server Closeouts, invoices, and personnel/payroll-related materials are secured, submitted accurately, and in the parameters set forth by City Barrel
- Assist in opening and closing the facility on days when the GM is not present

HOSTING DUTIES

- Greet guest with a smile and provide options for seating or standing
- Demonstrate the ability to interact with the public and coworkers in a friendly, enthusiastic and outgoing manner.
- Answer Phone calls, take reservations, confirmation of reservations, and capture information in our Toast Reservation app
- Manage online reservations and create waitlists using our Toast Reservation and Waitlist App
- Balance service sections by seating evenly, accounting for reservations and based on communication with servers
- Know if a server can handle another table or is overwhelmed with current
- Talk with waiters to ensure service levels remain high to ensure
- Assist guests and accept payment for retail sales of packaged beer and promotional goods
- Answers general customer questions about the brewery including the philosophy of City Barrel Brewing Company, the Craft Beer industry in general, and beer styles
- Performs shift change and/or opening or closing duties
- Restocking and replenishment of retail inventory and bathroom supplies as needed.
- Stock beer cold box & front face retail beer
- Maintain cleanliness in all areas of the taproom and server stations including counters, sinks, utensils, shelves, bathrooms and storage areas.
- Restock bathrooms as needed. Clean bathrooms at the end of night.
- Performs housekeeping of retail and stock areas. Cleans shelves, counters, windows and tables.
- Report all equipment problems and bar maintenance issues to the manager.
- Be familiar with City Barrel Brewing Company promotions, sales and assist with special events
- Ensure bathroom paper products are in backstock. Place orders for paper products as needed. – Vendor Withers KC
- Order items for the host stand as needed. Ex; Crayons, supplies,
- Manage time-off and schedules for Hosts through scheduling system (Sling)
- Discuss staffing/ hiring needs with GM
- Train new hosts on City Barrel host expectations and steps of service
- Actively manage Toast Tables for new tables/servers/other
 - <https://www.toasttab.com/restaurants/admin/booking/>
- This includes, updating server assignments, floor chart, reservations, special black out times

SERVER DUTIES

- Clean and set tables with rolled silverware
- Fills water pitchers, and guest water glasses upon seating
- Team serve City Barrel's craft beers and a full meal in the dining room.
- Be able to answer questions and make recommendations regarding our beer selection.
- Be knowledgeable about the style, history and brewing process of all of our beers
- Be able to guide new beer connoisseurs to new experiences through education.
- Demonstrate a thorough knowledge of the entirety of the food and beverage menu and their pairings including:
 - Key ingredients
 - Key allergens
 - Flavor palettes
- Take guest orders and be able to make knowledgeable recommendations on food, wine, beer and cocktails.
- Create and utilize garnishes
- Expedite plates from the kitchen to the guest
- Ensure guest satisfaction
- Sell City Barrel Brewing Company merchandise and memberships.
- Be willing to be trained on the art and science of craft brewing and craft beers.
- Record food and beverage orders accurately and immediately into the Toast point of sale system.
- Maintain cleanliness in all areas of the bar and server stations including counters, sinks, utensils, shelves and storage areas, ensuring running side work and open/closing duties checklists are completed.
- Assist the restocking and replenishment of inventory and supplies.
- Report all equipment problems and bar maintenance issues to the manager.
- Be familiar with City Barrel Brewing Company promotions, sales and assist with special events
- Demonstrate the ability to interact with the public and coworkers in a friendly, enthusiastic and outgoing manner.

Job Qualifications:

- Ability to drive the team operation to success.
- Extensive knowledge of safety, sanitation, and food handling procedures.
- Professional communication skills required.

- Ability to work in a team environment, develop staff and hourly team.
- Ability to work calmly and effectively under pressure.
- Must have problem-solving abilities, be self-motivated and organized.
- Have a commitment to quality service and food and beverage quality.
- Familiarity with required Licensing and Labor Laws.
- Ability to motivate team members to achieve a common goal.
- Ability to determine applicability of experience and qualifications of job applicants.
- Able to maintain a staff low turnover rate and keep staffing numbers up to par.
- Has a thorough knowledge of and adherence to the law with regard to:
 - Licensing Laws
 - Health and Safety Regulations
 - Food Handling and Hygiene Laws
 - Fire Regulations and Procedures
 - First Aid Procedures

Performance Standards:

- Meets all company service standards through overseeing all hourly Team Members by:
 - Consistently use safe food handling practices consistently.
 - Read and accurately follow instructions.
 - Prepare items in a prescribed amount of time.
 - Adhere to cleanliness and sanitation guidelines.
 - Understand temperature danger zones and food storage hierarchy (Serve Safe or other).
 - Adheres to policies and procedures set forth in Handbook including Appearance Standards.
 - Upbeat and professional image; maintains positive attitude with self, Guests, and Team Members.
 - Completes all ongoing certifications/validations
 - Maintain prompt and regular attendance.
 - Able to address & coach Team Members falling short of any of the above.

Working Conditions:

- 100% Walk and stand
- 90% Communicate with Guests and Team Members
- 50% Operate cash register, Point of Sale system, and cash handling
- 25% Reach, bend, stoop, wipe and lift up to 50 pounds.
- Must be available for work 40+ hours per week prior to, during and beyond our hours of operations on any given day, subject to scheduled and approved absences or time off.

Training Requirements:

- Successful completion of alcohol and food certification (ServSafe) and/or other required classes by state within 60 days of employment.
- TIPS or SMART Alcohol Service Education Training

Job Type: Full-time – SERVER LEAD

Salary: \$10/hr + tips when on floor // \$18 MOD Open/Close

Required experience:

- Casual or fine dining restaurant management: 1 years

Employee

Signature _____ Date _____

Job Title: FLOOR MANAGER – SERVER MANAGER / HOST MANAGER

Working Conditions:

- 100% Walk and stand
- 90% Communicate with Guests and Team Members
- 50% Operate cash register, Point of Sale system, and cash handling
- 25% Reach, bend, stoop, wipe and lift up to 50 pounds.
- Must be available for work 40+ hours per week prior to, during and beyond our hours of operations on any given day, subject to scheduled and approved absences or time off.

Training Requirements:

- Successful completion of alcohol and food certification (ServSafe) and/or other required classes by state within 60 days of employment.
- TIPS or SMART Alcohol Service Education Training

Job Type: Full-time

Salary:

Tipped Shifts: Server Rate: \$8.25/hr; HOST Tipped \$17 + tip out

Non-tipped shifts – Manager On Duty (MOD) + Meet/Train/Other = \$18.00 hr

Required experience:

- high volume casual or fine dining restaurant management: 1 years

Chelsey Domanski

Employee

Signature_____Date_____

30-60-90 Plan

Goal	Notes	Time Frame	Sign Off / Training Day
Toast Training: Learning Path: Menu Basics – .5hr	MENU BASICS PATH	30 Days	
Toast Video Training: FOH Manager- 1hr	Front of House for Managers – 3 Modules - Service Disruptions - Guided Closing Procedures - Reporting & Analytics	30 Days	
Toast Video Training: FOH Skills	FOH SKILLS Order Management Manage Tables Manage Payments Time to Practice Section -Adjust a check -Split a check Evenly -Split a Check by item	30 days	
Become efficient with large party tables – using seat #s to split checks	Challenge yourself to run a whole shift without paper receipts. Review checks electronically Process all payments at the table.	30 days	
Post FOH Schedule	Schedule Training with Christina		
Edit + print Food Menu Happy Hour Menu	Menu Training on Canva with Joe		
Toast menu Management	Toast – Price editing with Joe		
Checklist Management and Enforcement	Understand the server checklist and the Manager checklist. Review tasks to ensure they are being performed on a regular basis. Provide the follow-up by checking a task		

	Manager schedule // No Sundays Proposed -		
	Training aspects - Coordinate with Christina		
	Formal Announce on Floor Manager -Remind - Openings/Closings/ Cuts are made by Chelsey		
	Org Chart revision		
	Handbook Training		
	Chelsey Goals for restaurant or personal improvement		