



Bierhall Attendant

UCBC Position Description

Overall Purpose and Objective of the Position

The Bierhall Attendant is responsible for excellent guest experiences through hospitality, team work, and the drive to constantly improve his or her surroundings. The position works to provide a clean, safe, and inviting environment for guests to enjoy UCBC food and bier.

Essential Duties and Responsibilities of the Position

- Welcome and engage guests to create a positive UCBC experience
- Maintain a comprehensive menu knowledge to assist guests with questions
- Maintain a positive, cheerful attitude throughout every shift
- Assure opening checklist is completed and the Bierhall/Biergarten is prepared for service
- Understand and accurately utilize the POS system for customer food purchases
- Accurately and efficiently expedite food orders and ensure guests receive everything needed to enjoy their meal
- Clean and organize the food service area
- Proactively buss dishes and glassware and clean eating areas in the Bierhall/Biergarten throughout shift
- Maintain and clean restrooms throughout shift
- Wash, dry, and put away clean dishes and glasses
- Ensure proper utilization of trash, compost, and recycling
- Keep informed and up to date regarding UCBC beers, products, events, and business practices
- Be aware of guest behavior and communicate with servers when someone appears intoxicated
- Complete closing checklist and ensure the Bierhall/Biergarten is clean and ready for the next day
- Other duties as needed to accomplish organizational goals
- Assist with internal and external festivals and events as needed
- Serve as an ambassador for the company

Required Certifications

- Hepatitis A Vaccination

Skills / Qualifications

- Above average knowledge of beer styles & the brewing process preferred
- Excellent oral communication skills
- Ability to work under pressure and maintain a positive attitude
- Previous food service & customer service experience preferred
- Must be at least 21 years old