



BOTTLE AND BOND KITCHEN & BAR

The Bottle and Bond Kitchen & Bar at the Bardstown Bourbon Company, a scratch kitchen with a dash of Southern flair, innovative craft cocktails, vintage whiskey and spirits.

Position: Server

Hours of work: Flexible, including frequent evenings, weekend shifts, and holidays are required.

Summary/Objective

The successful candidate must have a positive attitude and ability to work well under pressure with bussers, cooks, and other staff. Previous work experience involving customer service in a fast-paced environment is greatly desired.

Job Description/Responsibilities

- Prepare tables by setting up linens, silverware and glasses
- Must be knowledgeable of the menu, with the ability to make suggestions.
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies).
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties).
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages.
- Take food and drink orders from customers accurately and with a positive attitude.
- Write guests' food orders on order slips and enter orders into computers for transmittal to kitchen staff.
- Engage with customers in a friendly manner.
- Serve orders by picking up and delivering guests' choices from bar and kitchen; deliver accompaniments and condiments from service bars.
- Properly open and pour wine at the table.
- Check dishes and kitchenware for cleanliness and presentation and report any problems.
- Ensure tables are enjoying their meals and take action to correct any problems.
- Promptly address customer service issues and refer customers to management when necessary.
- Collect payments from tables.



- Prepare checks that itemize and total meal costs and sales taxes.
- Conclude dining experience by acknowledging choice of restaurant; inviting patrons to return.
- Carry dirty plates, glasses and silverware to kitchen for cleaning.
- Fill in for absent staff as needed.
- Assist with special events as needed.
- Help food preparation staff when necessary.
- Adhere to grooming and appearance standards consistently.
- Follow all relevant health department regulations.

Qualifications/Requirements

The successful candidate will have:

- Must be at least 20 years old and have a high school diploma or GED
- Must have reliable transportation.
- Possess basic math skills.
- Ability to speak fluent English.
- Experience in providing excellent customer service in a fast-paced environment.
- A positive attitude and possess a team spirit.
- Able to perform high-quality work while unsupervised.
- Able to handle money accurately and operate a point-of-sale system.
- Ability to work in a fast-paced work environment and deliver orders in a timely manner.
- Flexibility to work different shifts.

Physical requirements

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential function of this job.

- Stands during entire shift.
- Reaches, bends and stoops frequently.
- Verbally communicates with guests.
- Must be able to read and write.
- Must be able to carry up to 25 pounds.
- This position requires frequent washing of hands.
- Frequent exposure to fluctuating temperatures indoors and outdoors, as needed.
- Mobility to climb stairs with trays of food, kitchenware, glasses, etc.

The Bardstown Bourbon Company is committed to equality of opportunity in all aspects of employment. It is the policy of The Bardstown Bourbon Company to provide full and equal employment opportunities to all employees and potential employees, without regard to race, color, religion, national or ethnic origin, veteran status, age, gender, gender identity or expression, sexual orientation, genetic information, physical or mental disability or any other legally protected status.



Company/Location Overview

The Bardstown Bourbon Company is a celebration of the art of making whiskey and the community responsible for helping bring it to the world. No secrets. No hidden recipes. Located on 100 acres of active farmland in the “Bourbon Capital of the World,” the Bardstown Bourbon Company is the largest new distillery in the country that will:

- Produces high-quality, authentic Kentucky bourbon, whiskey, and rye brands;
- Offers custom whiskey production for distillers and non-distilling brand owners interested in creating new whiskey products and improving the quality and scale of their current brands;
- Provides a completely unique, entertaining, educational, and interactive destination experience for visitors on the Kentucky Bourbon Trail.

For more information, please visit www.bardstownbourbon.com.

All employees of The Bardstown Bourbon Company must have the following characteristics:

- Appreciate and provide excellent customer service
- Comfortable interacting daily with distillery customers as well as tour groups and guests in a hospitality focused environment
- Excellent team player