



## **BOTTLE AND BOND KITCHEN & BAR**

The Bottle and Bond Kitchen & Bar at the Bardstown Bourbon Company, featuring an exclusive whiskey library and vintage spirits collection.

**Position: Server Assistant**

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

### **Summary/Objective**

Server Assistants play a key role in delivering the superior guest service that is central to the mission of Bottle & Bond. Primary duties include setting and resetting dining room tables, refilling water glasses and non-alcoholic beverage service. Assistant servers also restock clean plates, silverware, and glassware. Bussers respond to guest needs and partner with Servers, Bartenders, and other team members to ensure that every guest receives outstanding service and hospitality. Server Assistants are also responsible for running food when available. Server Assistants always maintains a professional appearance and positive attitude. Must have a cordial, outgoing personality, with the desire to provide a high-level of service and hospitality.

***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

### **Job Description/Responsibilities**

- Responsible for the assurance for quality and safety of the product.
- Complete and pass required training sessions – both initial and ongoing.
- Serves and refills water and non-alcoholic beverages.
- Assists servers in the bussing of tables.
- Cleans and resets tables.
- Restocks ice, flatware and glassware.
- Shares responsibility with the servers for the order and cleanliness of the dining area during service.
- Immediately addresses any spills on the floor.



- Knowledge of table numbers and pivot points.
- Observes tables and keeps track of clean, dirty and occupied tables.
- Assists co-workers as needed to provide a high level of service.
- Maintains restrooms as requested.
- Know your work schedule for the week, arrive at work on time, and meet standards for uniform and professional appearance.
- Communicate with manager to understand reservations, guest flow, large parties, and special event needs.
- Set up station and dining room in accordance with standard procedures.
- Maintain an assigned dining room section but be available to help in other sections as needed.
- Keep water glasses filled.
- Follow standards for table maintenance and removal of dishes, glassware, and silverware.
- Correctly package take-home items and deliver them to guests.
- When appropriate, thank Guests for dining with us and invite them to return.
- Bus, set, and re-set tables according to specifications.
- Perform side duties, closing duties, and other related duties as assigned by Manager(s).
- Maintain service stations in a clean and orderly manner throughout the shift.
- Be knowledgeable enough about Bottle & Bond to provide basic information to guests.
- Follow Bottle & Bond's policies, procedures, standards, and performance expectations, as well as applicable laws and regulations related to liquor, food handling, sanitation, and safety at all times.
- Communicate information regarding guest requests or complaints and ideas for improvement to Managers.
- May be scheduled to work meetings, banquets, and special events.
- Maintain a good team-work environment by willingly assisting other team members with their station duties and side work when there is a need and/or when available.
- Performs other duties as assigned by management.

### **Qualifications/Requirements**

#### The successful candidate will have:

- A high school diploma or GED preferred.
- Prefer prior restaurant or customer service experience.
- Ability to speak fluent English.
- Ability to communicate effectively, clearly and professionally with co-workers.
- Must be self-motivated and able to work calmly and effectively under pressure.
- A proven track record of dependability is essential.

#### 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.
- Ability to communicate effectively, clearly and professionally with co-workers.
- Safe and proper carrying of tray and kitchen ware.
- Lift heavy trays of kitchenware, silverware and glasses weighing up to 35 pounds.
- Frequent exposure to fluctuating temperatures (inside and outside as needed).
- This position requires frequent washing of hands

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](http://www.bardstownbourbon.com).

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