



POURING WITH HEART - THE BAR BACK

We have only one rule, you must always Pour with Heart and Lead With Heart . As a barback, you will take on one of the most dynamic roles in the Pouring with Heart family. You provide the fuel that ensures the bar operates at the highest level possible. Operating both behind the bar and on the floor, you are the all-seeing eye and this unique perspective gives you vantage points to both. Lean on your knowledge and intuition to anticipate the needs of the bar, your fellow coworkers, and our guests. Remember that countless opportunities await curious minds. Your growth is our growth and if we aren't growing then we are not moving forward. And you will be moving a lot!

"There is comfort in growth but no growth in comfort"

THE GRIND - STOCKED AND READY TO ROCK

KPI: The bar and floor are always fully stocked and ready for service

This is the **Grind** of your career position in which you should be spending as little of your time as possible in order to achieve the KPI. Accomplishing the **Grind** KPI lets you know that you are doing a **Good** job, but not a **Better** or the **Best** job possible. In order to focus on the next area of your career position, the **Bread & Butter**, you must have the Grind KPI achieved.

In order to serve our guests the highest quality drinks, as quickly as possible, at the best price, and ultimately focus wholly on the best hospitality possible we must always have fresh ingredients and fully stocked bars. It is your mission to ensure that your team has everything they need to rock the night.

- Keep the bar fully stocked and ready for service at all times
- Everything prepped and kept to the highest standards
- All ingredients checked for quality and freshness

- Waste logs tracked and maintained
- The bar is set up with everything in its right place

THE BREAD & BUTTER - THE FLOOR IS SPOTLESS

KPI: The floor looks and feels perfect from the moment we open to the moment we close

This is the **Bread & Butter** of your career position in which you will be spending the bulk of your time in order to achieve the KPI. Accomplishing the **Bread & Butter** KPI lets you know that you are doing a **Better** job, but not the **Best** job possible. In order to focus on the next area of your career position, the **Magic** you must have the **Bread & Butter** KPI achieved.

Each guest must have a consistent experience and therefore the venue must look and feel immaculate at all times. The bar is your home and as such we must keep it tidy. Glassware, spills, stools, and everything else you can think of will end up in places it's not supposed to be. It is your job to keep the bar looking presentable and maintaining the atmosphere. Keep the entire venue clean from top to bottom, side to side

- Bus glassware, cans, etc quickly and efficiently
- Interact and connect with guests by facilitating their needs while on the floor
- All tables and stools are returned to original positions when guests have left
- Reporting all issues/ problems to the MOD
- Restroom checks
- Handling broken glassware and spills promptly and safely
- Identify overly intoxicated guests and report to MOD
- Inform the BLT on shift if any of the three pillars of ambiance are out of sync, Lights, Temperature, Music.

THE MAGIC - TENDERS IN WELLS

KPI: Bartenders never have to leave their wells

This is the **Magic** of your career position in which you will be spending as much of your time as possible while still achieving the **Grind** and **Bread & Butter** KPIs. Accomplishing the **Magic** KPI lets you know that you are doing the **Best** job possible. We truly believe that if you are consistently achieving the **Magic** KPI that you are ready for a promotion in the Pouring With Heart Career Journey.

A truly exceptional barback can handle all the previous duties and most importantly take care of their bartenders with ease. If the bartender never has to leave their well for anything that is where the magic of this position lies. You must be so good at anticipating a bartender's needs that they think you can read their mind!

- Anticipating every need of the bartenders for garnish, liquor, beer, juice, a timely high five, etc
- Keep all service areas clean, tidy and free from clutter at all times
- Prioritize demands of service even when juggling multiple tasks
- Identify problems and provide actionable solutions for improvement
- Building rapport with bartenders and knowing their habits and preferences

THE RHYTHM

These are the basics of how we meet and collaborate, and tools and systems you must know.

- MEETING RHYTHMS
 - We arrive on time, prepared and are fully present and involved in all meetings.
 - Attend monthly all staff workshops
 - Be present, punctual and enthusiastic at each monthly workshop
 - Engage in any relevant conversations
 - This is your opportunity to push the venue forward and showcase any ideas you have for the bar
 - Engage in ongoing training with your bar team
 - Attend all 30, 60, 90 day check ins & career path check ins with the Bar Manager.
 - Attend Bi Annual Check Ins with your General Manager and Bar Manager Manager.
- Digital - Slack
 - Engage in your venues Slack channel where necessary

THE REQUIREMENTS

- Complete STAR training
- Obtain a guard card before getting on boarded

