

# POURING WITH HEART • THE BARBACK

As a barback, you will take on one of the most dynamic roles in the Pouring With Heart family. Operating both behind the bar and on the floor, you are the all-seeing eye and this unique perspective is your superpower. Use it to create energy and excitement through memorable experiences both professionally and personally. Lean on your knowledge and intuition to anticipate the needs of the bar 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!

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*“There is comfort in growth but no growth in comfort”*

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## ESSENTIALS

- Don't be a bummer
- Team correspondence and communication is absolutely necessary
- Keep the bar fully stocked and ready for service at all times
- Keep the entire venue clean from top to bottom, side to side
- Guarantee the three pillars of ambiance are always dialed in: lighting, music, temperature
- Anticipate and support the needs of the bartenders and guests at every turn
- Prioritize the demands of service even when juggling multiple tasks
- Interact and connect with guests by facilitating their needs while on the floor
- Identify problems and provide actionable solutions for improvement
- Identify overly intoxicated and/or unruly guests and communicate to MOD
- Attend and participate in monthly workshops
- Available to work days, nights, weekends, and holidays
- Stay current with the bar's events, specials, menus, products, news, etc

## PERKS

Free Core Value Tattoos · Health & Wellness Program · Access to Beer & Spirit Societies

## PHILOSOPHY

- This is a people business. Put people first.
- Never settle, never stop getting better. Good today, better tomorrow.
- Adapt & overcome. Things can and will change.
- Be easy to work with and thoughtful in how you work.
- Ask others how they are feeling, not how they are doing.

You can't step in the same place twice so make each step count.  
Be Thoughtful. Be Kind. Be Yourself. Make Shit Better.