

**FRONT OF HOUSE ASSOCIATE JOB DESCRIPTION**

**TITLE:** Experimental Distillery Front of House Associate

**REPORTS TO:** Experimental Distillery General Manager (GM), Assistant Manager (AM), and Shift Leads

**OVERVIEW**

The Front of House Associate is a pivotal role in the guest experience at the Experimental Distillery and overall culture of Chattanooga Whiskey. This position’s primary focus will be on customer service and cleanliness of the Experimental Distillery within three primary functions: retail associate, tasting specialist/bartender, and tour guide. S/he will also have the opportunity to have hands-on production experience through the bottling assembly line and educate the public about Chattanooga Whiskey at local and regional events\*. As this is a foundational role in the success of Chattanooga Whiskey, we seek out an individual who is a reliable self-starter with a positive and energetic personality, team-oriented, passionate about the spirits industry and eager to grow with us as a company.

**RESPONSIBILITIES**

* Ability to navigate the point of sale system and accurate cash management
* Complete daily checklists: opening and closing procedures with organization and cleaning duties
* Ensuring customer satisfaction while providing company and product knowledge
* Create, serve, and describe cocktails\* and tasting flights to company specifications, ensuring consistency and quality
* Conduct an approximate 30-45 minute tour of the Experimental Distillery for up-to 20 guests\*, effectively communicating the history of Chattanooga Whiskey and the production of spirits

**REQUIREMENTS**

* Experience in customer service with strong public speaking skills
* Punctual and reliable attendance
* Ability to perform within a team-oriented environment
* Strong communication skills with teammates, supervisors, and customers
* Responsible enjoyment of alcoholic beverages
* Pursue industry knowledge about products, history, and processes
* ABC Permit to Serve and completion of BarSmarts certification
* Evening, weekend, and holiday availability