

Whistle Hop Beertender Responsibilities

General Rules and Conduct

- No drinking or drug use before or during your shift, while clocked in, or while in uniform (even after shift) per NC law.
- No profanity, vulgar comments, or negative comments about Whistle Hop, customers, or tipping while on Whistle Hop grounds.
- You're responsible for working or finding coverage for all scheduled shifts. Don't open late or close early without Toms approval.
- Opening duties must all be completed before scheduled opening, and closing duties must all be completed before clocking out.
- Wash hands thoroughly (20 seconds minimum) or change gloves after cleaning, bussing trash/glassware, or using the restroom.
- If you have a fever or believe you are getting sick, notify us ASAP. Do not show up for work if you believe that you may be contagious.
- Never serve persons that you believe to be intoxicated or under legal drinking age.
- Personal activities including cell phone & media usage, reading, & eating permitted out of sight of customers & only when all Opening & Mid-Shift Responsibilities are fully satisfied.
- All food, drinks & merchandise must be rung up. Select the exact item being sold (beer style & pour size, soda type, etc).
- Split time behind bar with other employees. Engage customers in friendly conversation while keeping taproom clean & organized.
- Before leaving, bus/clean tables, clean spills, & clean/restock any remaining glassware accumulated during your shift.
- You're allowed to drink for free & take home beer within reason. Don't pour your own beer unless it's in a growler & consumed offsite.

Mid-Shift Responsibilities

Stay busy & focused on customer experience & maintaining the taproom while clocked in.

1. Change kegs as soon as possible after they kick (see changing kegs below).
2. Continually buss glassware & trash including outdoor areas & lower field. Clean & mop spills as soon as possible.
3. Check bathrooms & seating areas throughout shift. Keep areas clean, stocked, & organized.
4. Keep Tom notified of all keg/merch/food/drink/consumable supply shortages & of any potential repair/equipment issues.

Changing Kegs

A bartender must remain in the tasting room area while customers are on premises.

Do not change kegs unless empty. If there is a quality issue (sediment, etc.), stop pouring beer in question and notify manager.

1. When long draw taps (1-8) stop flowing or direct draw taps (9-16) blow foam, keg has likely kicked. Immediately verify that keg is empty & change if empty. If keg is not empty, reset FOB detector valve. Fruited beers may require faucet removal & cleaning.
 2. Ensure all CO2 valves in cooler are open & coupler nuts tight. Check for beer & CO2 leaks. Clean spills. Reset FOB valve if needed.
 3. Pour a glass & inspect for appearance. If there are sediment or haze issues, pour off until it clears. Long draw taps (1-8) will not show beer from newly coupled keg for 2-3 pints.
 4. For new beers going on or last keg of beer going off, rinse line using sanitizer pressure pot (steramine tablet dissolved in warm water).
- Update POS & menu board. Verify there are no kegs in brewery cooler before pulling a beer. Text Tom to update online menu.
5. Bring empty keg(s) down to the brewery & text keg serial # to Tom. Also do the same for kegs brought up from brewery.

General Information

- Payday for hourly pay and credit card tips are deposited every Friday following the work week (unless notified otherwise).
- Cash tips are distributed daily at the discretion of the bartenders (KEEP TIPS OUT OF CASH DRAWER).
- Credit card tips are calculated by day and distributed by percentage of hours worked that day.

Opener / Closer Signoff

Date

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Opener Responsibilities

Arrive on time. All tasks must be complete before opening.

- 1. Set up POS (must be plugged in) and clock in. Turn on all interior lights (caboose, boxcar, bathrooms, utility room, deck).
- 2. Check detergent & rinse aid levels for glasswasher. Notify Tom of low chemical inventory. Turn on glasswasher.
- 3. Unlock bathroom doors, utility room door, caboose & boxcar doors. Open caboose sliding door. Open deck chains.
- 4A. Cold Weather: Turn on boxcar heaters. Keep all windows & boxcar doors closed. Open boxcar bar only.
- 4B. Warm Weather: Open caboose windows (install pins), roll up boxcar patio panels & prop doors open, & turn on all fans.
- 5. Use leaf blower to blow off deck, all stairs, mini golf course, bocce court, & slide landing area. Charge blower battery.
- 6. Organize ALL outdoor furniture including chairs in upper & lower fields, golf course, & fire pit areas. Check all patio tables & picnic tables for spills & wipe down as needed. Open all umbrellas (unless windy).
- 7. Pick up trash, glassware, game pieces, & left items in ALL outdoor areas including areas listed above plus all parking areas.
- 8. Get change bag from brewery. Verify count, make change as needed using change form, & add to cash drawer.
- 9. Replenish taproom backstock for towels, paper & cleaning products, glassware, growlers, package beer, wine, soda, N/A beverages, merchandise, & sixtels. Stock taproom shed, behind both bars, bathroom closet, & utility room.
- 10. Stock bar with clean glassware, growlers, & water station with cups. Organize beverage coolers behind bar & in merchandise area. Restock & organize apparel & merchandise in caboose. Notify Tom of low stock.
- 11. Check all coolers & make sure they are below 40f (wine coolers 55f max).
Boxcar: 6x6 cooler, draft line chiller (on 6x6), kegerator. Caboose: keg cooler, 1 door & 2 door merchandisers.
- 12. Check all deck/boxcar tables & chairs for spills & clean/vacuum as needed. Organize all stools & chairs (see closer #12).
- 13. Wipe down all boxcar & caboose cooler doors, boxcar plastic door panels, bathroom doors, & caboose windows. Inspect all deck/boxcar/caboose fans & hanging lights for dust/cobwebs & dust as needed.
- 14. Inspect bathrooms & clean as needed (see closer #8). Restock paper towels, toilet paper, soap, & air freshener.
- 15. Place bus tubs at deck & yard trash stations, glass washer, & behind bar. Place caboose, boxcar, & bathroom floor mats.
- 16. Place beer drip trays & bar mats. Unplug beer faucets, sanitize inside & out, check coupling nut & handle tightness, & purge beer from each faucet. Inspect draft tower, cooler doors, bars, water station, & sinks & wipe down as needed.
- 17. Turn on music (caboose, boxcar, & deck) & projector in boxcar. Organize game library.

Signature:

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Closer Responsibilities

Do not clock out or leave until after scheduled closing & all tasks are complete.*

Lights & music must remain on & doors unlocked until after scheduled closing & all customers have left.*

*When slow 1 bathroom can be locked early. Early closing permitted during inclement weather only (notify Tom).

- 1. Change out any empty kegs. Take all empty keg shells down to the brewery & text keg serial #s to Tom.
- 2. Text Opener items needing to be restocked from brewery (packaged beer, wine, soda, glassware, growlers, keg sixtels).
- 3. Clean taps (inside & out, rinse with sani, & plug), drip trays, sinks, draft towers, tap handles, water station, & bars.
- 4. Collect trash, glassware, & left items from all outdoor areas including golf course & lower field. Close & tie all umbrellas.
- 5. Collect all dirty glassware & wash (don't leave overnight). Restock glassware behind boxcar & caboose bars & utility room.
- 6. Wash bus tubs, bar mats, & drip tray grates using glass washer, & rinse caboose floor drain basket (if caboose bar used).
- 7. Wipe down deck/boxcar tables & chairs, outdoor patio/picnic tables, & caboose cupola seating area. Vacuum barrel tables.
- 8. Clean bathroom hand rails, toilets (including sides), sinks, dispensers, hand dryer, mirrors, doors (both sides), & shelves.
- 9. Collect all loose trash. Empty all trash/recycling cans from deck trash station, 3 yard trash stations, bathrooms, behind bars & bring down to dumpsters. Rinse out deck & bar cans. Place new bags in all empty cans.
- 10. Remove all floor mats then sweep all guest areas including under tables, deck, caboose cupola, bathrooms, & behind bars.
- 11. Mop caboose (including cupola floors & steps, behind bar & under sinks), bathrooms, & utility room.
- 12. Organize chairs & stools on deck, in boxcar, & outdoor patio tables. Deck chairs: long table 10, circulars 6/5/6, barrels 2.
- 13. Empty cash drawer & leave open. Count cash & record using cash drawer log. Cash should match or exceed days net cash sales + \$300 (change). Bag change & cash sales separately. If count is short, keep change at \$300, make note & text Tom.
- 14. Bring cash bag & dirty towels down to brewery office. Cash sales bag goes in bottom right desk drawer lock box & change bag in top left drawer. Dirty towels go in bin by the door.
- 15. Turn off music, projector, fans, heaters, & all interior lights. Close & lock ALL doors & windows (caboose and building).
- 16. Bring all POS devices & food items into utility room. Clean utility room. Wipe down glass washer & turn off.
- 17. Clock out on POS & plug in to charge. Make sure backup POS devices are also charging.

Signature:

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Boxcar Bar Opener Responsibilities

Arrive on time. All tasks must be complete before opening.

1. Set up POS & clock in. Count in change to cash drawer. Unlock 6x6 cooler, kegerator, & wine cooler.
2. Restock kegerator kegs, packaged beer/cider, sodas, wine, snacks, & glassware.
3. Couple kegs in kegerator, turn on CO2, & open Y valves in 6x6 cooler. Verify that there are no leaks at couplers or faucets.
4. Unplug beer faucets, wipe outside, sanitize inside & out, check tightness on all connections, & purge beer.
5. Wipe down kegerator, wine cooler, all faucets, drip trays, & sink. Place bar mats & bus tub on bar.
6. Verify that menu board and POS library are accurate. Correct if needed.
7. Clean & organize, bar, stools, & boxcar furniture. Check paper towels, soap, & sanitizer behind bar.

Boxcar Bar Closer Responsibilities

Do not leave until all tasks are complete.

1. Put up "Bar Closed" sign. If customers approach, politely direct them to the caboose bar.
2. Decouple couplers in kegerator, turn off CO2, & shut Y valves in 6x6 cooler ensuring that beer can't flow at faucets.
3. Take all empty keg shells down to the brewery. Using pressure pot, rinse all open draft lines in kegerator.
4. Rinse faucets with sanitizer & plug. Clean thoroughly around faucets, handles, draft towers, & backsplash.
5. Clean drip trays including drains & grates & wipe down. Wipe down sink, kegerator, wine fridge, bar, & stools.
6. Collect all dirty glassware & wash (do not leave dirty glassware overnight). Wash bus tubs & bar mats.
7. Restock service fridge with soda, cider, wine, canned beer, & other N/A offerings.
8. Lock 6x6 cooler, kegerator, & wine cooler. Bring all food items & POS into utility room. Plug in POS to charge.
9. Collect all loose trash in boxcar. Empty trash & recycling cans behind bar & rinse cans.
10. Sweep boxcar including seating area & behind bar. Mop behind bar.
11. Empty cash drawer & leave open. Count cash & record using cash drawer log (see closer #13). If both bars were open use "this device only" sales report to verify boxcar cash sales separately then bring cash (sales only) to caboose cash bag.