



The Hive Taproom
W2495 County Road ES
East Troy, WI 53120

Our Mission:

We exist to relinquish the misconception that technology-driven “connection” is a requirement for mankind to flourish in present day society. To re-instill the fact that face-to-face human interaction is key for our overall health and wellbeing. To awaken the human spirit through laughter and libations, by providing clean, crisp and refreshing beverages handcrafted with 100% raw, local honey and designed specifically to make you feel better. To create spaces that foster this joy, connection, understanding and inclusivity that we proudly refer to as an extension of our home. To close the gap between popular culture and planet preservation for a better tomorrow.

Bartending at The Hive Taproom: Job Description

Highlights:

- \$6/hr pre-tip wage with \$20-\$40/hour including tips (depending on experience)
- Part-time, flexible hours
- No-drama workplace with fun & knowledgeable coworkers
- Responsible and generous customers
- Opportunities within a growing company, awarded the Business of the Year by the East Troy Chamber of Commerce for 2023

Our bartenders are delighted to share the story of The Hive Taproom and “The Better Buzz” with new and existing customers. They are passionate about explaining why our in-house brewed gluten-free cider-like libations are for people who care about their tomorrows. How our unique brewing process keeps the 100% raw honey raw and unpasteurized (below 95 degrees F) so our customers can enjoy the health benefits of raw, local honey in their beverages. How we focus on adding real food to our libations, no unnecessary junk.

A great bartender at The Hive Taproom learns the details of each of our libations, their flavor profiles, how they correspond to popular beverage classes (wine vs. beer, fruity vs. dry, malty vs. hoppy, etc.), and how to recommend the best beverage for each customer. A great bartender at The Hive understands that we want customers to leave our establishment glowing because they feel like they were cared for as if they were in our living room. This is our white glove service promise.



Bartenders at the Hive love interacting with customers and this job requires our bartenders to:

- Refuse to let anyone settle for an “ok” drink and instead find the customer their favorite libation. This requires people skills, understanding what is meant and sometimes unsaid by the customer, knowing flavor profiles of various types of alcohol and translating that knowledge into pouring the perfect session mead or cocktail.
- Provide excellent customer service by responding to questions with charisma and wit, responding to concerns with empathy and solutions, and quickly building relationships with our customers that keep them returning. Customers know when our team is having fun and are loving what they do, and we’re known for bringing the joy, uplifting the energy in the room by our example.
- Know how to pour off the tap and mix cocktails per Wisconsin Alcohol Beverage & Tobacco Laws. Our team serves food consistent with Wisconsin food safety requirements.
- Accurately capture charges using our point of sale system for both food and drink orders. Our team is able to communicate clearly and effectively when there is a longer than normal wait time, when an occasional mistake is made with an order, and do all of this with grace and a smile.
- Take pride in our pristinely clean Taproom with a daily cleaning of all surfaces, managing inventory and cleaning bar supplies. Bartenders accurately complete all items on the opening and closing checklists, knowing that missing any will make their teammate’s job more difficult the following day.

The Hive’s bartenders find that their great service is rewarded and make \$20-\$40/hour with tips based on skill level. Our team embraces our no-drama atmosphere where issues and miscommunications are addressed in an honest, appropriate and timely manner, and are therefore able to operate at a high level of excellence.

In the big picture, our bartenders know this is more than a job; they’re making the world a better place by building community with people on the other side of the bar and ultimately by helping the bees & all of us who rely on the food the bees pollinate.

The nitty gritty of requirements:

- High school diploma or GED
- Must be at least 18 years of age
- Detail oriented with excellent organizational and communication skills
- Professional appearance and attitude
- Ability to lift 25 pounds
- Conduct work in a standing position; however, job requires walking, bending, stooping and lifting
- Availability to work various shifts, including at least 2 Saturday shifts, holidays, and special events
- Valid Wisconsin ServSafe Alcohol certificate

Interested applicants should send a resume and cover letter to thebetterbuzz@thehivetaproom.com.