

JOB TITLE: Pittsburgh Tasting Room Manager

LOCATION: Pittsburgh Tasting Room

REPORTS TO: Pittsburgh General Manager

FLSA POSITION TYPE: Full Time, Salary Non-Exempt

POSITION SUMMARY:

The Tasting Room Manager at Aslin Beer Company's Pittsburgh Tasting Room is responsible for working with the General Manager in organizing and coordinating tasting room operations and procedures in order to ensure staff effectiveness, efficiency and customer satisfaction per Aslin standards. The Tasting Room Manager's duties will include, but are not limited to, staffing, opening and closing the tasting room, quality control, and maintaining an excellent customer experience. They will need to have excellent communication and coordination with other members of the team, vendors, and customers to ensure day to day operations in the tasting room run in the manner and to the desired standard of Aslin Beer Company.

At Aslin Beer Company,

- We believe fun comes from experimentation.
- We believe uniform aesthetics are lazy.
- We believe everyone should be able to tell their version of our story.
- We believe innovation is not possible without experimentation.
- We believe our success depends on our willingness to explore.
- We believe quality is our responsibility.
- We believe beer is our product but the experience is our brand.
- We don't believe in the status quo.

Sound like you? Let us know! Submit your resume today.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Operations:

- Overseeing general tasting room operation.
- Maintain an effective staff of bartenders and shift leads through hiring and firing.
- Working with the General Manager to set the daily schedule for tasting room employees at minimum of one week in advance

and for at least one week out

- Opening and closing the tasting room (setting up and closing down cash drawers, ensuring that the tasting room is clean and ready for patrons, restocking/ordering any necessary supplies, addressing any unforeseen needs)
- Ensuring that the beers on tap are acceptable to serve (right temperature, optimal quality, no off-smells or flavors)
- Tirelessly making sure that tasting room patrons' needs are met quickly and efficiently
- Creating and maintaining a pleasant tasting room environment (temperature, music & it's volume, cleanliness, conduct)
- Working with the owners, General Manager, and marketing department to properly market the tasting room
- Managing bartender/merchandise and catering (for special events) schedules.
- Maintaining accurate tasting room supplies & inventory (glassware, crowlers, merch, etc.)
- Ensure minimization of loss that occurs through theft, poor draft pours, poor inventory rotation, and accidents
- Monitor inventory and merchandise to ensure adequate stock levels and to prevent excess pours or abuse by staff and report variances
- Conduct daily transfers in OBEER
- Manage counting process for packaged beer by batch
- Calculate variances based on sales reports
- Oversee cleanliness of staff and physical bar area, paying special attention to possible health hazards and code violations
- Resolve customer complaints promptly and according to company guidelines
- Oversee the preparation of beverages and ensure quality of product served

- Coordinate daily counts of physical inventory of all finished goods
- Operational supply management and ordering for consumable supplies

#### Leadership:

- Working / walking the floor to ensure staff compliance with procedures.
- Supervising, mentoring, training, and coaching our tasting room staff and delegating assignments to ensure maximum productivity.
- Coordinating regular staff meetings to address issues and conduct training and further education.
- Create a culture of respect and compliance with industry standards
- Working towards continuous optimization of tasting room operations
- Serving as team leader to staff of beer tenders
- Playing the role of brand ambassador
- Stepping in as beer tender and/or beer educator as needed
- Recruit, train, onboard and supervise bar staff; including, bartenders and barbacks
- Prepare weekly schedules for bartender, barback, and server staff to adequately cover all shifts. Provide coverage in case of employee absence and adjust staffing as necessary to meet business demands
- Handle complaints, conflicts, questions, and suggestions from restaurant employees in coordination with HR.
- Handle paperwork and other administrative duties in coordination with HR.

#### IMPORTANT SKILLS & ABILITIES:

- Minimum 2 years' experience working as a manager in a restaurant environment with exceptional guest service skills
- Proficiency in email, Google Docs, Sheets, etc.
- Experience with POS systems and the ability to master new ones.
- Excellent time management skills and ability to multitask and prioritize work
- Attention to detail and problem solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills in a fast-paced environment
- A creative mind with an ability to suggest improvements
- Demonstrated success in process improvement and initiative
- A deep passion for craft beer is a must and knowledge about the brewing process is a bonus
- Willing to work a flexible weekend schedule (Friday- Sunday) including nights and holidays
- Analytical skills and a solid understanding of business management practices and strategies
- Ability to work independently, as well as lead, manage, and motivate a team
- Confidence and business acumen to delegate staff effectively based on business conditions

- Must be able to remain calm under pressure and communicate clearly, with composure and enthusiasm, to guests and staff
- Organized and efficient with great attention to detail
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance and objects weighing in excess of 50 pounds with assistance

PHYSICAL REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to be standing/moving for 8 plus hours
- Ability to lift/move cases
- Ability to lift/move kegs

SALARY: Commensurate with experience

BENEFITS:

- Medical, Dental, & Vision benefits after 90-day eligibility period
- 401K with match after 1 year service
- Paid Time Off after 90-day eligibility period
- Discounted merchandise
- Discounted beer
- Possible performance and referral bonuses

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee discount
- Health insurance
- Paid time off
- Vision insurance
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