



JOB TITLE: General Manager

REPORTS TO: Director of Hospitality

FLSA POSITION TYPE: Full Time, Salary

POSITION SUMMARY:

The General Manager's main responsibility is growth. Grow the people & grow the business. It is essential that this person leads by example and strives for consistent accountability, cleanliness and guest engagement within their four walls. All leaders at Aslin are expected to uphold our core values;

Leadership: As a leader in the Kitchen/FOH, the ideal candidate should personify Aslin's Core Values

Integrity: We take ownership for our actions, do the right thing even if no one is watching, and lead with truth, respect, positivity, and empathy.

Quality: We are relentless in our aim for excellence and are passionate about providing the best products, services, and experiences to our customers and to each other.

Innovation: We challenge the status quo, reject stagnancy and complacency, and strive to leave all things better than we found them.

Community: Through our contagious excitement and our passion for the Aslin brand, our customers, and our colleagues, we aim to foster a community that is welcoming and respectful to all.

SCHEDULE EXPECTATIONS:

- Weekly schedule
 - 1 x Admin Day per week on site (No work from home without explicit approval by Director of Hospitality)
 - 4 x 10 hour shifts during the busier days/times of the week
 - Minimum of 1 closing shift per week

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Day to Day Operations:

- Oversee general taproom operation.
- Maintain an effective staff of bartenders and shift leads through hiring and firing.
- Setting the daily schedule for taproom employees at minimum of one week in advance and for at least one week out
- Opening and closing the taproom (setting up and closing down cash drawers, ensuring that the taproom 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)
- Making sure that taproom patrons' needs are met quickly and efficiently
- Creating and maintaining a pleasant taproom environment (temperature, music & it's volume, cleanliness, conduct)
- Provide details, plan and expectations for reservations and private events booked by customers for the tasting room
- Work with the team and provide ideas and marketing needs to the director and marketing department
- Managing bartender/merchandise and catering (for special events) schedules.
- Maintaining accurate taproom supplies & inventory (glassware, crowlers, merch, etc.)
- Ensure minimization of loss that occurs through theft, poor draft pours, poor inventory rotation, and accidents

People:

- Working / walking the floor to ensure staff compliance with procedures.
- Supervising, mentoring, training, and coaching our taproom 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 taproom operations
- Serving as team leader to the entire staff with a focus on developing each individual into the best version of themselves
- Playing the role of brand ambassador
- Stepping in any roll as needed
- Recruit, train, onboard and supervise bar staff; including, bartenders and barbacks

- Manage weekly admin tool for forecasting, scheduling & reporting actuals along with explanations
- 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
- Handle paperwork and other administrative duties
- Approve all BOH schedules with HC or KM
- Approve all ordering processes FOH & BOH

Product:

- Ensure Coffee program is being run effectively and efficiently and is following all recipes
- Ensure all food is being prepared according to the recipe and is being kept using proper food safety
- Ensure beer program is being run effectively and efficiently utilizing bartrack, pac recon & proper pars for ordering
- Monitor inventory and merchandise to ensure adequate stock levels and to prevent excess pours or abuse by staff and report variances
- Manage counting process for packaged beer by batch
- Calculate variances based on sales reports
- Report closing inventory (and variances)
- Review sales and beverage costs, and reconcile any discrepancies in accounting. Ensure proper cash management
- Coordinate daily counts of physical inventory of all finished goods
- Operational supply management and ordering for consumable supplies

Place:

- Ensure care is taken for all equipment on site including regular maintenance.
- Work with approved vendors to address any and all issues with the tap room while working within the R&M budget (IF one is not supplied, work directly with your direct supervisor for any proposals)
- Manage side-worksheets, checklists and schedules for cleaning within all areas of the tap room both front and back
- Ensure all health & safety codes are being followed at all times
- Ensure the perimeter of the restaurant & parking lots are maintained and included on daily side-worksheets

AREAS OF RESPONSIBILITY:

The GM should have TRM's to take on People & Product. However, when a TRM is not present, it falls to the GM to be responsible for the uncovered AOR. The GM will always be responsible for Place.

PEOPLE:

- Manage FOH schedule for bartenders. Record and approve any schedule requests or shift swaps. Ensure all unavailability is updated in sling for each FOH employee. Work with the Coffee Lead to ensure proper scheduling for barista roles
- Take the lead in employee engagement by planning contests, regular meetings and conducting regular 1 on 1's with all FOH staff
- Manage FOH hiring, training & disciplinary actions
- Work with the internal training team to refine and improve the training program through our Learning Management System
- Work with the GM on the Local Restaurant Marketing program

PRODUCT:

- Place all beer orders & assist Coffee Lead with coffee orders.
- Ensure all coolers and storage for beer and coffee are clean and maintained
- Ensure all beer togo & merch is properly stocked and presented
- Ensure all weekly releases and new items are properly communicated and trained
- Ensure Packrecon, merch recon, bartrack & coffee inventory is properly maintained.

PLACE:

- Handle any and all R&M needs for the facility
- Ensure the building and the staff is kept safe at all times
- Ensure cleanliness in all areas of the location
- Manage all local community contacts and put together partnerships and events to drive business
- Work with the People TRM on the Local Restaurant Marketing program
- Deal with all vendor relationships to ensure the best service
- Ensure all licenses and permits are secured and up to date
- Ensure all certifications are held by necessary staff

IMPORTANT SKILLS & ABILITIES:

- Trained in every position of the Tap Room including all FOH, BOH & MGR duties
- Proven leadership experience, preferably as a restaurant or taproom manager
- Proficiency in email, Google Docs, Sheets, etc.
- Intimate 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
- Minimum two years' experience working as a manager in a restaurant environment with exceptional guest service skills
- 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

BENEFITS:

- Medical, Dental, & Vision benefits
- 401K with match
- Paid Time Off
- Discounted merchandise
- Discounted beer