

**JOB TITLE:** Taproom Manager

**LOCATION:** Taproom (Alexandria, Herndon, DC & PGH)

**REPORTS TO:** Director of Taproom Operations

**FLSA POSITION TYPE:** Full Time, Salary Non-Exempt

**COMPENSATION:** \$55k (Ceiling of \$65k)

**POSITION SUMMARY:**

The Taproom Manager at Aslin Beer Company is responsible for organizing and coordinating taproom operations and procedures in order to ensure staff effectiveness, efficiency and customer satisfaction per Aslin standards. The Taproom Manager's duties will include, but are not limited to, staffing, opening and closing the taproom, 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 taproom run in the manner and to the desired standard of Aslin Beer Company.

**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)
- Tirelessly 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

Leadership:

- 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 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
- Handle paperwork and other administrative duties

#### Inventory management

- 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) to Retail Manager
- 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

#### **IMPORTANT SKILLS & ABILITIES:**

- 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
- 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

### **BENEFITS:**

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

The Taproom Manager will be responsible for all tasks assigned to the taproom. They will work in tandem with the assistant manager, and assign responsibilities as they see fit. The assistant should be trained by the taproom manager to be able to cover all responsibilities.

Their schedules should (for the most part) be opposite of each other to cover both opening and closing.

For the opening manager, shifts should run from 10:30/11 until 8/8:30 (trusting a bartender(s) to come in and have the taproom ready)

The closing manager shift should run from 2:30/3 to 11 (12 on Friday/Saturday)

On Managers off days a shift lead will pick up either shift not covered, and will receive the shift lead hourly rate for that shift (At other times they receive the regular bartender rate).

The manager and assistant can and should work out their schedules as it best suits them. However, It is the expectation of Aslin that the Taproom manager closes at least 5 shifts a month to interact with all staff, check on processes and provide parity with their assistant.

