

JOB TITLE: Director of Hospitality

LOCATION: Alexandria, VA (Supervises Taprooms, Cafes, and Restaurants in Alexandria, Herndon, and Washington, DC)

REPORTS TO: Company Ownership

POSITION TYPE: Full Time, Salary

Position Summary:

Aslin Beer Company has expanded from its initial location in Herndon to 3 taprooms across the DMV area with further expansion planned in the coming months. Aslin views its taprooms and their personnel as the chief ambassadors of our brand and of our community.

We are seeking a highly-qualified candidate who can manage the personnel and day-to-day operations of our taprooms, oversee the on-premises managers, and implement strategies for improvements in customer service and employee engagement. The aim of this position is to manage, educate, and excite people about Aslin from behind the bar; turning customers into fans through the Aslin experience at our taprooms. The Director of Hospitality is the face of Aslin Beer Co. This candidate should plan to spend as much time as possible in the various taprooms operated by Aslin, and should act as a liaison between the taprooms and Aslin's leadership team.

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.

Responsibilities:

- Directly manage all taproom managers to facilitate communication between other departments and the taprooms and empower managers to effectively hire, schedule, and manage their respective staffs.
- Emphasize your floor presence and supervision of food and beverage areas, and be prepared to lead a taproom in the absence of one of your managers.
- Set expectations for taproom operations based on all various written mandatory standards of operation within Aslin Beer Company's policies and procedures, manuals, memos, oral instruction, etc.
- Address problems with managers and individual front-of-house team members

- Work alongside HR to quickly and effectively onboard new hires and address personnel issues as they arise
- Work to develop familiarity with and investment in Aslin's community culture within the taproom team members.
- Work with Operations Director to standardize and improve SOPs and training procedures for taproom staff, including policies around cleanliness and customer interaction.
- Work with Operations Director to implement policies designed to address budgetary, supply, and customer experience concerns.
- Be an authority for dealing with customer complaints, often directly with customers on premises.
- Ensure effective teamwork between kitchen, front-of-house staff and production staff
- Manage and monitor customer experience reports to improve taproom performance
- Empower taproom managers to pursue effective hiring
- Familiarity in the day to day operations of the Point of Sales and Inventory and Purchasing systems.
- In the absence of a manager or supervisor, must be able to supervise Food and Beverage department you are accountable for
- Must learn and master the accounting procedures of the Food and Beverage department to include: weekly labor forecast, weekly cover count forecast, period end procedures, inventory procedures, period by period financial forecast, and annual budgeting procedures. Achieve annual revenue and profit goals
- Leverage existing strategies and collaboratively generate and implement new strategies to grow and develop our taproom and retail operations
- Must ensure proper lines of communication always exist between the food and beverage department and all other departments.
- Due to fluctuating demands of our reports operation, it may be necessary for you to perform a multitude of different functions not specifically for your job; you will be expected to assist others when the need arises. Accordingly, you may be expected to perform other tasks as needed or directed.
- Active in recruitment and attracting qualified workforce. Investigates and recommends methods of recruitment.
- Conduct any and all Front-of-House, Food & Beverage meetings, and represent FOH at any company meetings.
- Coach, counsel, develop and inspire direct reports to grow and contribute in their respective roles.
- Contribute to our long-term vision and translate that vision into concrete plans and actionable results

Skills and Experience:

- 5 years of experience coaching, teaching, or managing in the Food and Beverage industry, with at least 2 years experience as a front-of-house manager.
- Ability to travel between taproom locations and schedule on-premises time with taproom managers

- Demonstrated integration skills in a dynamic environment. Proven experience in accomplishing multiple goals together to create focused and synchronized enhancements.
- Effective communication skills and a desire to collaborate with other team members.
- Ability to identify, evaluate, and act on new opportunities
- Excellent judgment, strong people skills and the ability to resolve disputes between colleagues and departments.
- Tireless attention to detail and organization skills required. You must understand and focus on the details while maintaining a clear long-term vision and property-wide impact on the strategic action plan.
- Proven ability to anticipate challenges and be decisive - you always get in front of issues, mitigate risk and have no problem making sound decisions in support of both operational and financial requirements.
- Must be proficient in Microsoft Office skilled in Word, Outlook, Excel, Dayforce and PowerPoint
- Experience with POS systems, budgeting software, and the ability to quickly learn new systems.
- Must have strong time management skills, excellent written communication skills, top-notch multitasking abilities with quality output, solid prioritization skills under tight deadlines in a fast-paced environment and excellent scheduling skills in an agile change state.
- Preferred: ServSafe, TIPS, or other alcohol service and food handling certifications.

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