

Tasting Room General Manager

Backward Flag is seeking a highly motivated, outgoing beer lover to manage and enhance our tap room. Our tap room is where most people first experience Backward Flag Brewing. It is your job to ensure they have the best experience possible. Beer knowledge, Social media and Management skills are absolutely key in this position.

Hours: 30-40 hours. Weekends/evenings are a must.

Compensation: Salary + tips + performance based bonuses.

Requirements

- Lift 55 lbs and move 165 lbs with assistance of hand truck
- Climb up/down a ladder
- Stand for 5-8 hours per day
- Work in a non-temperature controlled environment
- 21 years of age
- Valid Driver's license
- TIPS Certified (or ability to become certified before start date)

- Willingness to work outside of hired position
- Must be able to pass the Cicerone Certified Beer Server exam within 90 days of hire.
- Knowledge and/or passion for craft beer and brewing or willingness to be trained and learn
- Ability to work independently and as part of a team
- Self-motivated with a keen attention to detail
- Excellent communication skills
- Qualified Veterans and First Responders will be given preference.

Duties and Responsibilities:

A. PERSONNEL MANAGEMENT

1. Develop forms, records and SOP's
 - a. Every action should have directions and procedures available for everyone.
 - b. It is your responsibility to develop documents required for smooth operations. Examples: inventory spreadsheets, contacts, nightly tips tracking ect.
 - c. If a system doesn't exist **CREATE ONE**
2. Manage a **TEAM** of Tasting room staff
 - a. Info will be given to you, it is your job to ensure your team receives and understands the information. If they do not complete tasks as requested it is your responsibility to explain why. You do not get to blame others for failures.
 - b. Enforce the established procedures and standards. If you do not agree with the standards we can discuss it and make changes.

- c. Conduct periodic training with staff to ensure high level of knowledge and skill.
- 3. Develop, distribute and manage monthly staff schedule
 - a. Schedule staff for regular tasting room hours, special events ect.
 - b. Coordinate time with owner to discuss monthly events and staff needs
 - c. Coordinate with staff for requested off days
 - d. Balance schedule to ensure tasting room needs are met Example: Friday staff should be balanced to ensure timely opening
 - e. New staff schedule MUST be posted atleast 10 day prior to the first shift of the new month.
 - f. You are a salaried member. You need to be available during all shifts unless coordinated otherwise.
 - g. Learn to delegate tasks. Be willing to do all tasks.

B. TASTING ROOM FUNCTIONS

- 1. Open and close Tasting Room
 - a. Ensure tasting room is presentable prior to each opening day. Schedule a staff member or yourself to arrive at least one hour prior to opening on Fridays to clean. (Sweep, Bathroom, dust furniture, ect.)
 - b. Before and after opening cooler inventory
 - c. Cash management – Keep a written record of cash in the safe.
 - d. Cash deposits – Bank deposits must be made weekly
 - e. Cash drawer. Ensure sufficient change is available for weekend and special shifts
- 2. Create and coordinate events
 - a. Create and schedule events to draw customers and enhance taproom experience
 - b. Schedule Entertainment
 - c. Coordinate food vendors
- 3. Serving beer in accordance with ABC regulations
 - a. I.D checks and hand stamps
 - b. Hours tours will be conducted
 - c. No alcohol permitted outside
 - d. Do not over serve.
- 4. Maintain and utilize beer style and sensory knowledge
 - a. Understand the process and style of each beer on tap
 - b. Taste each beer before opening to ensure quality.
 - c. Be confident in judgment calls, but record all information in the logbook
 - d. Continuous improvement of knowledge is expected.
- 5. Social Media
 - a. Answer customer questions on social media accounts (FB, Insta)
 - b. Post pictures that promote sales
 - c. Share daily brewery happenings with customers
 - d. Be an online ambassador
- 6. Perform Bi-Weekly and Quarterly Draught maintenance
 - a. Draught lines **must** be cleaned every two weeks.
 - b. Keep a written record of cleanings

- c. Ensure there are no scheduled meetings or events 24hrs prior to cleaning.
- d. READ THE DRAUGHT QUALITY GUIDE
- 7. Conduct informational and enthusiastic Tours of brewing area
 - a. Know the history of the brewery
 - b. Tell your story
 - c. Understand the basics of beer making
- 8. Manage cleanliness and presentation of Tasting room
 - a. Ensure merch is displayed in a tasteful manner
 - b. Merch should be dusted and cleaned weekly
 - c. Create displays to enhance sales
 - d. Hang pictures, patches ect
 - e. Menu board updated and presentable.
 - f. If aesthetic improvements are needed, make them.

C. INVENTORY MANAGEMENT

- 1. Conduct cooler inventory
 - a. Controlled responsibility. Either you do it or delegate a responsible person to do it.
 - b. Inventory must be conducted the 1st of every month. NO EXCEPTIONS.**
 - c. Be prepared to learn and utilize EKOS software system.
 - d. Tasting room inventory should be prepared prior to the start of every sales weekend.
- 2. Merchandise Inventory
 - a. Utilize Square inventory to track merchandise inventory
 - b. Establish reorder points
 - c. Track merch trends (What sells fast, what doesn't sell?)
 - d. Inventory and enter all new merch upon arrival.
 - e. Coordinate with owner to project upcoming events and seasonal needs
- 3. Track and order Tasting room consumables (IE: Toilet paper, Trash bags)
 - a. Establish an account with suppliers, WB MASON, ULINE ect
 - b. Order items needed to keep tasting room functioning properly
 - c. Purchase small items when needed (adhesive for patches, pens, chalk ect.)
 - d. Inventory and track glassware. Keep a written record of breakage.

If interested and qualified, please e-mail your resume and cover letter to torie@backwardflagbrewing.com Video resumes are HIGHLY encouraged.

Backward Flag Brewing is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, or marital/familial status.

