



## Stiggs Brewing Company

### **New Position for an Exciting New Future!**

- \$18-20/hr + Tips
  - Based on Experience
- Bi-Annual Bonus Structure- % of Net Revenues
- 2 Weeks Paid Vacation- Spring & Fall Shoulder Season Closures
- Ground level of 7-year-old business staged for growth in a rapidly growing industry.

At Stiggs, we believe that the taproom is an integral part of our success. The Taproom Manager will be responsible for making the taproom experience nothing short of "Stigg"nified.

The Taproom Manager ensures smooth operation of the taproom through appropriate staffing, ensuring the necessary tools for successful & efficient service are in place, maintaining a comfortable taproom environment, ensuring our craft beers are their absolute best, maintaining food quality, pursuing continued education, and addressing/reporting unforeseen needs for swift resolution.

### **Qualifications include:**

- Available to work full-time (40 hrs / week), including nights and weekends
- Prior bar / restaurant management experience
- Prior taproom / bartending experience
- Demonstrated knowledge of craft beer, including basic understanding of beer production (Cicerone Beer Server or similar certification preferred)
- Excellent communication and organizational skills
- Exceptional customer service skills
- Attention to detail and ability to multi-task
- Ability to anticipate and proactively address problems in a fast-paced environment
- Demonstrated leadership
- Positive attitude and ability to work with a diverse set of people
- Basic familiarity with tablet-based POS systems and other web-based / MS Office software
- Ability to lift 35-50 lbs
- Ability to move full kegs with the aid of a dolly
- Aptitude for and desire to learn the mechanical workings of taproom equipment in order to address problems quickly and efficiently
- Grace under pressure

### **Physical Requirements:**

The Taproom Manager will be required to stand for extended periods of time when overseeing taproom operations and/or serving as alternate beer tender. S/He may also be required to lift boxes 35-50 lbs and move empty / full kegs with the help of a dolly.



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### What Stiggs Employees Can Expect

At Stiggs we pride ourselves on our 3 basic principles: Respect, Trust & Communication. As a member of the Stiggs team, you can expect to be:

- Work with a team of professionals committed to brand growth.
- Be compensated well & fairly based on responsibilities and position
- Involved in the evolution & growth of the company
- Informed about company decisions & performance as well as your own performance (via biannual performance reviews)
- Empowered to make decisions that are in line with overall company goals
- Trusted to execute your duties responsibly & to be an ambassador of the Stiggs brand
- Continuously challenged with increased levels of responsibility commensurate with outstanding performance
- Valued and appreciated for your contributions
- Promoted / rewarded for your efforts
- Provided with mentorship and learning opportunities related to craft beer



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### Essential Duties & Responsibilities:

#### Operations

- Plan, forecast and ensure proper execution of all beverage service.
- Create and maintain a pleasant taproom environment (*temperature, music, cleanliness, conduct*)
- Assist in hiring, training & managing FOH Taproom staff.
- Provide weekly scheduling for FOH Taproom staff.
- Carrying active shift load in the Taproom.
- Opening and closing the taproom (*setting up/closing down cash drawers, running reports, duties are completed by staff, log daily reports, hold pre-shifts*)
- Oversee the inventory of liquor, sodas, and other necessary products (*growlers, glassware*)
- Carry out Liquor orders.
- Work with the Brewer on a weekly basis to maintain an organized walk in and accurate beer lists.
- Coordinate, and execute beverage retail programing.
- Update and maintain ALL bar menu entries in POS and supplies for service.
- Maintain current drink and batched cocktail recipes.
- Document drink recipes for future reference and training
- Communicate and build strong relationships with vendors.
- Assist in management of cost saving measures for all aspects of the bar.
- Adhere to food, health and safety standards.
- Maintain a clean and operational facility
- Acts as the Manager on Duty (MOD) when all other management staff has departed.

#### Customer Service

- Provide exemplary customer service and steadfast leadership.
- Provide a warm and inviting atmosphere.
- Cultivate and maintain a positive and memorable guest experience.
- Help ensure customer service expectations are maintained by all staff.
- Maintain guest satisfaction by handling inquiries, promptly and professionally. Discuss ALL concerns or comments and provide solutions; acquiring feedback from guests and co-workers in order to ensure satisfaction and/or implement service improvement ideas; developing new concepts to ensure customer satisfaction and repeat business.

#### Marketing

- Brand ambassador: Promote, represent company brand proudly, positively and regularly
- Assist in identifying marketing opportunities to promote food and beverage products
- Assist in our 4 walls marketing is executed and current.

#### Strategic Planning

- **Attend regular meetings with Management Team**
  - **Wednesday 2PM**