



Role & Responsibilities

Taproom Manager

Role: Taproom Manager

Reports to: General Manager (GM) / Director of Ops

Personal Attributes Required:

- A natural servant-leader that can stay calm under pressure with an Owner mentality
- Maintains a positive attitude and builds team morale through coaching
- Stays cool under pressure
- Willingness to rollup sleeves and get “in the trenches” with the team
- Compassionate, empathetic, and passionate about understanding people’s needs
- Outgoing & Sociable (likes to chat with people and build relationships)
- Highly adaptable to different types of people, backgrounds and environments
- Attention to detail
- Ability to maintain awareness of overall operation while handling specific issues
- Desire to Learn & Grow
- Commitment to Improvement
- Honesty & Transparency
- Willingness to play the game the way we have designed it
- Knowledge of the brewing process and draft systems, eager and curious to learn more
- Experience serving and talking about craft beer
- Ability to stand for long periods of time (8-10 hours)
- Ability to lift 35 lb. Cases, and 165 lb. kegs and various boxes on a periodic basis
- Unusual / extensive hours: May be required to work long or unpredictable shifts. Work revolves around objectives, projects and priorities, not hours. Must be available nights and weekends

Job Experience Required:

- **Dedication to the hospitality & craft beer industry:** Ideally have five years in the restaurant industry and at least two years of bar management experience. Extensive working knowledge of craft beer
- **Experience with financial reports:** Easily navigate numbers to understand how to staff to optimize labor costs, analyze performance metrics, and handle cash & credit tip allocation, .
- **Tech savvy:** Understand the technology used to craft managerial reports, manage the POS, and optimize inventory tracking, while also maintaining an interest in new technology to improve operations.
- **High school + vocational education:** Basic high school education, but additional schooling in business, bartending, culinary design, and mixology are advantageous. Knowledge of basic accounting principles, personnel management and marketing
- **Licensing and certifications:** All necessary licenses and certifications needed to complete the job. Knowledge of local and state regulations related to alcohol service and health code compliance

Role Overview:



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The Taproom Manager reports directly to the GM / Director of Ops. Responsible for maintaining daily operations of the Taproom, growing and empowering the taproom team, and always looking for innovative solutions to improve operational efficiency. The Taproom Manager works very closely with the Events Manager and Leadership team in order to fully understand the strategic direction and objectives for each week, month, quarter, year, etc. This role is responsible for directly managing the Taproom team, ensuring that all of their daily duties are completed on time and to standards; cultivating a positive environment for everyone that comes to the Taproom at BLACK PLAGUE.

Responsibilities:

Manage day-to-day activities for taproom operations; ensuring taproom team has adequate support and tools to perform their duties, using SOP checklists to ensure work is completed on time and to service level standards... such as:

- Work on the floor and be available to the staff and customers when applicable, building relationships with the team and customers to create affinity for the brand
- Support team by overseeing opening/closing duties, assisting as needed
- Serving behind the bar as needed
- Support team by providing meal breaks and restroom breaks
- Ensure all necessary supplies are ready and available to the Taproom team, restocking as needed
- Manage the cash drawers to ensure that appropriate amount of change is available
- Ensure the tip jars are managed accordingly based on shift changes
- Ensure that the drawers have enough cash (ones, fives, tens, etc) to get through each week
- Coordinate with the Cellar Manager to ensure that the appropriate beers are available for the weekly events
- Coordinates w/ Events Manager to understand how to respond to customer inquiries about “what’s happening in the taproom?”
- Ensure all policies & procedures are followed and adhered to
 - Provide regular training sessions with Taproom team to ensure they fully understand the policies and processes; administering quizzes as needed
- Work the evening shift to close with the staff on weekends in order to fully understand the customer engagement dynamics and gather feedback from the team
 - Ensure staff is performing closing duties and review checklist to identify where extra training/coaching might be needed
- Ensure safe and secure environment at all times
 - Handle conflict resolution with customers, vendors, and others as needed. Document incident reports as needed
 - Ensure all doors are securely locked at the end of each closing shift and alarm is armed when leaving
- Interface with Food vendors and Bands/Live Music Acts as needed to assist with daily setup and build relationships
 - Assist with any setup needs for bands using our PA system, performing sound checks regularly



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- Ensure all weekly entertainment activities are executed properly (displaying movies on projector, using videogame equipment, creating prizes for trivia and other game nights, etc)

Administrative & Management Duties include:

- Cash & credit tip management
 - Allocate taproom team credit card tips based on shift times
 - Perform “Bank Runs” to deposit weekly cash totals from safe and exchange large bills for small bills & coins each week
- Scheduling of Taproom team and managing shift schedules
 - Coordinates w/ Event Manager to understand how to plan shifts based on upcoming events schedule
 - Coordinate w/ HR Manager to plan team building activities
 - Create monthly draft schedule based on events calendar
 - Publish schedule and communicate with taproom team
 - Manage any scheduling conflicts, no shows, call outs, etc.
- Keep track of Taproom Inventory regularly
 - Keeping track of disposable materials like receipt paper, water cups, trash bags, toilet paper, etc
 - Cleaning supplies - gloves, bleach, Clorox wipes, sanitizer, etc
 - Consumables – chips, soda, etc
 - Merchandise – all retail items for sale in the Taproom
- Communicate all policy changes / updates to Taproom team
- Standardize operations in the taproom through SOP documentation
 - Generate detailed descriptions of functions within the taproom based on best practices and innovative solutions in the form of documentation
 - Coordinate with Leadership team to review and implement new standard operating procedures as necessary
- Regularly check-in with Leadership team & Taproom team to maintain high morale and engagement
 - Address performance issues through review processes and determine coaching / mentoring needs to drive improvements
- Analyze Daily, Weekly, & Monthly Sales & Ops Metrics
 - Data entry in spreadsheets for specific sales metrics & operations metrics
 - Review the data to deduce insights and draw a logical conclusion for which improvements are needed to grow sales and increase efficiency
 - Propose possible solutions and prepare to test and analyze the outcomes

Work Hours:

- Full-time (40 hours per week)
- 8 hour shifts
- Evening shifts covering the closing hours
- 30-min break included in the shifts



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Weekly Shifts

- Monday: 2:30 - 11:00pm
- Tuesday: 2:30 - 11pm
- Wednesday: OFF
- Thursday: OFF
- Friday: 3:30 - 12pm
- Saturday: 3:30 - 12pm
- Sunday: 11:30 - 8pm