

Taproom Manager

Quenched & Tempered Brewing Company – Toledo, OH



Job Description

Taproom Manager

Quenched & Tempered Brewing Co. in Toledo, Ohio, is looking for its newest team member. We believe beer is a reflection of the people who brew it, and that every member of our team influences the culture and flavor of our product. We began as craftsmen who dreamed of running our own business, freed to bring our craft to the highest quality, and take our chance on the audacious belief that a business that serves people well, forging authentic relationships, will thrive. We are excited to find a new member of our managing team who shares this vision. We are looking for someone who will enthusiastically manage an original and diverse team of servers and consistently provide exceptional customer service to all our patrons.

Job Summary:

We are looking for someone who wants to be fully part of our community, and who has the skills and character to not only embody the values of our business, but also to lead others and be really connected and engaged with our servers and our patrons. Our taproom manager will report to our General Manager, and will be responsible for overseeing, organizing, recruiting, training and event planning.

The ideal candidate will channel the passion we put into our beer into a memorable taproom experience for our guests. We are looking for someone who is relational and engaging with both guests and employees, experienced in a restaurant/bar/taproom environment, and who is organized and ready to carry a heavy load of responsibility. The opportunity of being on the core development team of a new and growing business will involve wearing many hats. This team member will be an ambassador for the Quenched & Tempered brand, and will need to be knowledgeable and passionate about craft beer.

Essential Job Duties and Responsibilities:

- Primary responsibility of managing all taproom activities
- Supervise all employees working in the taproom

- Recruiting, hiring, orienting, training, scheduling staff
- Oversee and manage on-site special events, including private events and other promotional events to include calendar, promotion, setup, staffing, and execution
- Maintain an employee-friendly and positive work environment, ensuring all workplace rules are understood and followed
- Maintain safe, secure facility environment
- Update and maintain POS terminals
- Maintain highest levels of customer satisfaction
- Ensure that all guests are given responsive, friendly and courteous service at all times
- Order merchandise and maintain inventory levels that are appropriate and accurate
- Embrace the role of Quenched & Tempered ambassador to increase brand awareness and loyalty
- Be involved in business development and sales as we launch our product and brand to area grocers, markets, and restaurants in the NW Ohio area
- Comply with all federal, state, county and municipal regulations
- Ensure all areas are kept clean and sanitized including restrooms & common areas
- Control cash and receipts by adhering to cash handling and reconciliation procedures
- Fill in where needed to ensure guest service standards are met

Required Qualifications:

- High school diploma or equivalent
- Must be 21 years or older
- Event Management experience
- Strong verbal and written communication skills
- Strong multitasking skills
- Strong customer service and management skills
- Team player with strong leadership skills
- Knowledge of P&L, budgeting, sales goals and forecasting
- Basic math skills and ability to use a POS system
- Willingness to work flexible hours including evenings, weekends, and holidays to manage and train effectively, and willingness have those hours increase over time
- Must be able to work in a standing position for long periods of time and be able to lift 50+ pounds (1/2bbl keg)

Preferred Qualifications:

- Bachelor's degree in management or business-related field
- Three to five years of prior management experience
- Enthusiastic knowledge of craft beer and brewing processes

Working Conditions

This position requires an individual who works under a range of circumstances, including: shift work, weekend work, working with challenging patrons, and working in the fast-paced environment of a crowded taproom