



## **Taproom Manager – Wauwatosa**

Good City Brewing is seeking a Taproom Manager to join its team at their brewery in Milwaukee, Wisconsin. Good City is an independently owned craft brewery with multiple taproom restaurant locations, driven by its mission to Seek the Good through 1) pursuing excellence, 2) prioritizing relationships, and 3) engaging our local place.

The Taproom Manager will report directly to the General Manager and is expected to manage all day-to-day operations of Good City's Wauwatosa Taproom.

### **Qualifications:**

- Must love craft beer.
- Must be adaptable, hardworking, have a positive attitude, possess a sense of humor, and be a team player
- 5+ years of taproom service or other service industry experience
- Relevant experience as FOH Manager, Bar Manager or General Manager is strongly preferred
- Must possess strong decision-making skills and ability to resolve conflicts
- Must possess passion for the practice of hospitality
- General knowledge of the craft beer industry
- Strong written and verbal communication skills
- Desire to work in a fast-paced, growing company
- Desire to work primarily nights and weekends
- Must be highly-organized and methodical with strong administrative skills
- Must be 21 or older

### **Responsibilities as Taproom Manager:**

#### Personnel Management

- Manage open application process for FOH employees
- Conduct interviews and make new hires
- Train new hires
- Implement ongoing improvements to improve service
- Supervise and manage all FOH employees
- Conduct annual performance reviews for direct reports

#### Operations

- Manage bar and taproom inventory, place weekly orders
- Create and manage FOH staff schedule
- Schedule and lead periodic FOH meetings
- In conjunction with GM – oversee, implement and improve Service Guide
- In conjunction with GM oversee, implement and improve FOH Process and Procedures
- Coordination with Executive Sous Chef and Executive Chef to ensure FOH and BOH function seamlessly
- Monitor and evaluate tap room sales, review profitability with GM and retail management team



- Manage opening and closing procedures for FOH staff
- Maintain overall organization and cleanliness in the taproom, oversee custodial staff performance in conjunction with GM
- Coordinate any menu changes with the retail management team, manage menu updates and printing
- Manage POS system for Wauwatosa taproom location
- Obtain and Maintain ServSafe certification

#### Sales & Marketing

- In conjunction with GM, Marketing Department and Retail Management team, oversee and implement sales and marketing initiatives for the Wauwatosa Taproom including:
  - Loyalty Program
  - Beer Releases
  - Private Parties
  - Corporate Sales
  - Non-Profit Events

#### Events

- Organize, manage, and implement private events
  - Corporate meetings
  - Happy Hours
  - Rehearsal Dinners
  - Beer Dinners
  - Large group events
  - Traveling tours

#### During Service

- Lead pre-shift meeting as appropriate
- Opening and Closing cash drawers
- Oversee and assist with opening and closing checklist/responsibilities
- Oversee and coordinate overall seating and service in the taproom (identify new customers, communicate with servers, review active tabs in POS to ensure timely, high-quality service)
- Ensuring all of our customers have the best possible experience in the tap room
- Assign sections for service
- Assign side work to servers during slow times
- Cut servers as appropriate based on taproom volume and the server schedule
- As needed handle any customer service issues
- Act as lead communicator with kitchen during shift, coordinate last call for food orders
- Oversee use of taproom music, lighting, garage doors, patio, draft room opening/closing
- Make service and staffing adjustments on the fly based upon taproom activity level
- Maintain primary position behind bar, fill in as server when needed
- Troubleshoot POS issues
- Assist servers with discounts, refunds, etc. in POS
- Ensure any staff tabs have been closed
- During peak times, assist with Crowler fills, taster pours, and changing of kegs
- Other duties as assigned



### **Compensation**

- Competitive Salary commensurate with experience
- Paid time off
- Paid holidays
- Employee discounts
- Eligible for group Health Insurance
- Eligible for 401K
- Job Type: Full-time