



## Taproom Manager

### About us:

Rocky View Brewing Company is a microbrewery located in Rocky View County, near the town of Cochrane. The brewery was established in 2016 out of a passion for crafting great-tasting beer, one small batch at a time. Our Taproom is in Cochrane's Historic Downtown and is searching for an enthusiastic, out of the box thinking, beer loving Manager to join our team!

The Taproom Manager will be responsible for overseeing the day-to-day front of house operations including financial controls, people development, guest experience and compliance within the venue.

Your leadership ability infused with your passion for all things F&B will lead you to provide quality service, bringing the overall concept to life and placing our new Taproom on the map as one of the "Hottest Places in Town".

### General responsibilities:

- Facilitate a warm and welcoming environment that creates a connection to the brewery and a unique guest experience.
- Ensuring optimal performance by being a presence on the floor to support and lead the team to deliver service excellence.
- In collaboration with the ownership team, plan and implement strategies to increase sales and minimize costs without compromising quality.
- Balance operational, administrative and Colleague needs.
- Work with the Kitchen to promote teamwork as a strong component of the daily service culture.
- Ensure that the Taproom maintains positive visual impact including ambience, cleanliness, décor and service flow.
- Handle guest reservations, groups and events.
- Monitor and manage labour costs, expenses, cash control/security procedures, inventory, review financial reports and take appropriate action to optimize revenues.
- Recruiting, onboarding, training, scheduling, managing performance and retention of front of house staff.
- Effectively communicate and interact with Taproom guests, staff and ownership, identifying and resolving issues efficiently and professionally.
- Maintain operations by preparing and implementing policies and standard operating procedures.
- Ensure that Occupational Health and Safety codes and company safety and security policies are being adhered to.
- Be a strong brand ambassador.
- Have fun!



### **Job qualifications**

- Practiced leadership skills in a hospitality environment.
- Strong communication skills with the ability to establish and develop relationships with staff, ownership, suppliers and guests.
- Strong interpersonal and problem-solving abilities.
- Demonstrated ability to manage and train a team including organizing efficient work schedules, delegating tasks and working effectively under pressure to achieve objectives.
- Ability to focus attention on guest needs, always remaining calm and courteous.
- Working knowledge of applicable employment standards and OHS legislation
- This position requires long periods of standing on hard surfaces (occasionally in warm temperatures), lifting of supplies and materials, occasional bending and kneeling and moderate to loud noise.
- High school diploma.
- Working knowledge of POS (Touch Bistro) and Microsoft Office.
- Demonstrate initiative, and the ability to work with minimal supervision.
- Ability to maintain high service levels under pressure.
- ProServe certification.

### **Benefits**

- Free branded apparel to wear at work
- Discounts on beer, food and merchandise

### **Schedule**

- Day and evening shifts, including weekends and holidays

### **Job Type:**

- Full-time

### **Hourly Rate Range:**

- \$21-\$26 per hour
- Tips