



Position: Front of House (Tasting Room) Manger

Overview

The Ucluelet Brewing Company is a microbrewery in Ucluelet, BC that will open its doors in mid-late October of 2019. We are in the final stages of an extensive interior renovation, including the upstairs (tasting lounge with food prep area) and downstairs (brewing area/cold room) of an old church. We have hired a Head Brewer and have made several pilot batches of beer. All of the commercial level equipment is in place and is in the process of being plumbed, electrified and made ready to brew! The lounge will be well appointed with a capacity of 73 (including staff) and we are in near-final stages of that as well. There is a fantastic deck that offers harbour views. Our hours of operation will be 11:30-11 in the summer and 11:30-10 in the off-season.

The Front of House Manager will start September 1, 2019 and will work closely with the owner/General Manager in all aspects of Front of House operation including, to start, finalizing our merchandise, glassware, and food inventory, planning opening/special events as well as directing the Front of House staff hiring process. You will also work with the General Manager and Head Brewer to program our POS system (TouchBistro) and finalize our menu and become familiar with our food prep model. The successful candidate will also work with the Head Brewer on such things as planning beer/food pairings, staff training (as related to tasting and serving craft beer) and other tasks.

You are someone who believes in craft beer, manages a team of servers smoothly, makes customers happy, oversees the preparation of a simple but yummy menu and keeps the fun vibe going. You must be flexible in management and understand that as a start-up, things might change as we get to know how things do and don't work! Your duties and responsibilities will likely evolve and change as this occurs. This will be true for the entire Ucluelet Brewing Co team.

Essential Duties and Responsibilities:

- Working shifts in the tasting room as required
- Hiring and training of tasting room staff and ensuring adequate staff scheduling using software such as T Sheets or 7 shifts
- Ensure the tasting room retains a pleasant vibe, is clean, has good tunes at the right level, and is family friendly
- Creating and implementing ideas for increasing taproom sales (staff sales comps/special nights/games nights etc)
- Maintaining inventory of all tasting room supplies (crowlers/growlers/glassware/chemicals/merch etc)

- Conduct annual performance reviews with FoH staff
- Keep your finger on the pulse of the Tasting Room and report anything that needs to be addressed
- Assist with programming the POS system (TouchBistro) with necessary menu items, discount and promotional codes
- Working with the General Manager to create and maintain a policy/procedure manual for front of house team
- Be patient in answering beer nerd questions
- Responsible for some financial (particularly cash outs and some reporting) and personnel/payroll related administrative duties. This will involve interaction with our bookkeeper to determine what is required.
- Assist in on and off-site event execution and management
- Promote selling techniques to front of house staff members
- Enjoy working the floor, acting as an ambassador for the Ucluelet Brewing Company and the town of Ucluelet.
- Be an interactive member of the Ucluelet Brewing Co's team to address and solve problems with staff and/or customers

Requirements

- Serving It Right
- Food Safe Level 1
- Managing a Team in a Front of House capacity (2 yrs)
- Server experience 2 yrs an asset

We will supply training on all things beer, TouchBistro etc.

Deadline for Applications: Sept 25, 2019

Job Type: Full-time, year-round. Some weekends and evenings required.

Reports to: General Manager

Salary: based on experience (plus tips for shifts worked)

Hiring Date: Oct 15, 2019

To apply please send a cover letter detailing your reasons for applying along with a resume to:

dennis@uclueletbrewing.ca

Please include 2 references from former or current supervisors.

Feel free to contact me for more information. Thank you for your interest.