

## Frelard Tamales & El Sueñito Brewing Company



**Job title:** Taproom Manager

**Reports to:** Operations Director (OD)

**Location:** 106 N 36th Street Seattle WA 98103

### **Role Overview:**

30 to 40 hours/week | \$27/Hourly + tips while working the floor | Overtime eligible | 5-10 hours per week off the floor doing admin work | Evening & weekend availability is a must

High quality health benefits (medical, dental & optometrist) covered at 100% for employee & 50% for spouse & dependents | Annual stipend for professional development

### **Generous Paid Time Away:**

Up to 7 days of Paid Time Off a year | Up to 10 days of Safe & Sick Paid Time | Two Personal Holidays | Four Paid Observed Holidays | Paid Bereavement | Paid weekly | Free shift meal & drink | Discounts on food, drinks & merch

Frelard Tamales & El Sueñito Brewing Company are guided by the following north stars. If you find that you align and connect with these founding values, you are in the right place.

- **Community-centered:** We are committed to building community by being one with community. We use our business platforms to elevate stories that highlight important work happening in the community and we partner with other small businesses to elevate each other through business collaborations. We sponsor and donate to causes important to us, especially in the areas of immigrant justice, LGBTQ+ advocacy & health, and environmental stewardship.
- **Humility & Respect:** We recognize that the fruits that have grown from the business have been possible thanks to our amazing team, our loyal customers, our friends, and family. We know that without a strong, healthy staff and a healthy community, we cannot have a healthy business. Humility, respect and empathy for others informs our business decisions to make sure we honor what everyone has contributed to our success.
- **Celebrate Culture:** We intentionally create space for the community so they can gather and celebrate life's smallest and biggest moments. We elevate and support important celebrations honoring the community including queer & BIPOC folks. As an interracial couple, we embrace our gay and Mestizo/Mexican identities to highlight issues affecting our communities. We firmly believe in bringing people together through food & culture because food is one of the world's universal languages.

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 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 El Sueñito Brewing & Frelard Tamales.

**Personal attributes required:**

- A natural leader that can stay calm under pressure
- Maintains a positive attitude and builds team morale through coaching
- 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)
- Attention to detail:
  - Ability to maintain awareness of overall operation while handling specific issues
- Desire to learn & grow
- Honesty & transparency
- Willingness to play the game the way we have designed it but also find ways to improve it to increase staff morale, retention and profits:
  - Commitment to improvement
- 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 (8-12 hours)
  - Ability to lift 35 lb. cases, and 165 lb. kegs and 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

**Job Experience Required:**

- Dedication to the hospitality & craft beer industry: Ideally have five years in the industry and at least two years of bar 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
- 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
  - Maintain POS – adding items/buttons for available items, maintaining house accounts for employees, reporting, etc.
- 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

- Knowledge of restaurant food service and preparation techniques and health and safety regulations. Knowledge of WA Liquor Control & local health code regulations regarding retail hospitality operations.

**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
- Represent El Sueñito at beer & community events by attending and/or helping at events
- Serving behind the bar as needed
  - Support team by providing meal breaks and rest breaks
- Track & support the cash change bank
- Coordinate with the Production Team for beer releases and changes to the taplist:
  - Regular check-ins with Head Brewer about what's coming down the pipeline
  - Regular beer tastings with Head Brewer to learn ways to describe the beer to FOH staff and customers
  - Coordinate beer tastings with FOH as needed when new beers are released so they understand how to present beer to customers
  - Maintain ongoing communication with Head Brewer about beer inventory
- Coordinates with the Leadership Team to understand how to respond to customer inquiries about “¿Qué hay de nuevo?”
- Ensure all policies & procedures are followed and adhered to including LCB and Health Department rules:
  - Execute and coordinate pre-shift check-ins with other FOH leads
  - Provide regular training sessions with taproom team to ensure they fully understand the policies and processes; administering quizzes / checks as needed
  - Ensure staff is performing opening & closing duties and review checklist to identify where extra training/coaching might be needed
- Work all different shifts throughout the month in order to fully understand the customer & taproom dynamics and gather feedback from the team
- Ensure safe and secure environment at all times
  - Handle conflict resolution with customers, vendors, and others as needed. Document incident reports as needed
- Work with Ops Manager to ensure effective execution of all special events hosted in the taproom. It is the TM & OM responsibility to keep a calendar of brewery events and activities, and to develop additional events throughout the year.

**Administrative & Management Duties include:**

- Assist with hiring, training and managing taproom staff in coordination with OM. The OM is the hiring manager.

- Scheduling of taproom team and managing shift schedules
  - Coordinates with the Leadership team to understand how to plan shifts based on upcoming events schedule
  - Coordinate with the Leadership team to plan team building activities
  - Create monthly 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 for the FOH
  - Cleaning supplies for FOH
  - Consumables – like ciders, liquors, soda, NA drinks and other consumables used in the FOH
  - Merchandise – all retail items for sale in the taproom
- Communicate all policy changes / updates to taproom team utilizing all methods of communication including Slack and in person during pre-shift check-ins and during regular shifts
- 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 the 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 metrics
  - Data entry in spreadsheets for specific sales metrics & operations metrics
  - Review data to draw insights to identify improvements to grow sales and increase efficiency, reduce waste and mitigate losses
  - Propose possible solutions and prepare to test and analyze the outcomes
  - Develop, implement, monitor and participate in sales and marketing strategies that result in meeting financial targets while building the Sueñito community & brand recognition

## Compensation

- \$20 per hour + tips. Tips could range somewhere between \$4 and \$18 per hour. *Our business policy is to use a tip pool where tips are distributed by day equally (by hours worked) among front and back of the house team members. We evaluate pay every six months.*

## Benefits

### 1. Healthcare benefits including medical, dental & vision:

Employees must work at least 30 hours a week to become eligible for benefits. Healthcare benefits begin on the 1st of the month following 60 days of employment.

- Employer contributes 75% of premium for employees
- 50% employer contribution for spouse & children

### 2. Access to our free Employee Assistance Program for employees, their spouse and dependents

### 3. Paid holiday closures:

Holidays observed include: Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Day.

### 4. Time Away:

- 2 personal holidays per year
- PTO accrual:
  - Up to 7 days per year (first 24 months of employment)
  - Up to 10 days per year (beginning month 25 of employment)
- Up to 10 days of Paid Sick & Safe Leave
- 2 days of Bereavement per year

*At Frelard Tamales & El Sueñito Brewing Company, we are an Equal Employment Opportunity employer. We celebrate difference, we support it, and we thrive on it for the benefit of our employees, our business, and our community. As a gay & Mexican-owned business, we are committed to providing employees with a work environment free of discrimination and harassment.*

*We do not discriminate based upon race, religion, color, national origin, sex (including pregnancy, childbirth, reproductive health decisions, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics. We also consider qualified applicants with criminal histories, consistent with applicable federal, state and local law.*