

**THREE RIVERS DISTILLING COMPANY  
JOB DESCRIPTION**

JOB TITLE: General Manager, Tasting Room

DEPARTMENT: Retail

EXEMPT/NON-EXEMPT: Non-Exempt

REPORTS TO: President

**MAIN RESPONSIBILITY:** Responsible for managing the daily operations of the tasting room, including the selection, development and performance management of employees. In addition, oversee the inventory and ordering of food and supplies, optimize profits, and ensure that guests are satisfied with their experience.

**ESSENTIAL FUNCTIONS:**

**Management:**

- Oversee and manage all areas of the tasting room and make final decisions on matters of importance.
- Manage shifts which include: daily decision making, scheduling, planning while upholding standards, product quality and cleanliness.
- Provide direction to employees regarding operational and procedural issues.
- Interview hourly employees. Direct hiring, supervision, development and, when necessary, termination of employees.
- Conduct orientation, explain the distillery vision and story, and oversee the training of new employees including the tour program.
- Develop employees by providing ongoing feedback, establishing performance expectations and by conducting performance reviews.
- Maintain an accurate and up-to-date plan of tasting room staffing needs. Prepare schedules and ensure that the tasting room is staffed for all shifts.
- Rental program management and execution including contract execution, catering and entertainment coordination.
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**Quality Assurance and Customer Service:**

- Responsible for ensuring consistent high-quality of food and beverage preparation and service.
- Maintain professional image, including restaurant cleanliness, proper uniforms, and appearance standards.
- Ensure positive guest service in all areas. Respond to complaints, taking any and all appropriate actions to turn dissatisfied guests into return guests.
- Investigate and resolve complaints concerning food quality and service.

**Administrative:**

- Adhere to company standards and service levels to increase sales and minimize costs, including food, beverage, supply, utility, and labor costs.
- Responsible for ensuring that all invoices, reporting, and personnel/payroll related duties are completed accurately, on time, and in accordance with company policies and procedures.
- Estimate food and beverage costs of goods sold.
- Work with administrative staff for efficient provisioning and purchasing of supplies. Supervise portion control and quantities of preparation to minimize waste.
- Estimate food needs, place orders with distributors, and schedule the delivery of fresh food and supplies.

**Safety:**

- Enforce sanitary practices for food handling, general cleanliness, and maintenance of kitchen and dining areas. Ensure compliance with operational standards, company policies, federal/state/local laws, and ordinances.
- Must be ServSafe Manager certified and is required to uphold all ServSafe guidelines.

**NOTE:** This job description is designed to provide guidelines and direction for accomplishing company, departmental, and individual goals and objectives. It covers the essential responsibilities involved in the effective execution of this position. It is not meant to be all encompassing or all-inclusive. All responsibilities must be performed within the guidelines of the employee handbook and policies/procedures established by management.

- Ensure that proper security procedures are in place to protect employees, guests, and company assets.
- Ensure a safe working and guest environment to reduce the risk of injury and accidents. Completes accident reports promptly in the event that a guest or employee is injured.
- Perform other duties as requested.

### **EDUCATION:**

- High school diploma or High School Equivalency (HSE).
- Bachelors Degree desired - business administration, management, or hotel/restaurant management. A combination of practical experience and education will be considered as an alternative.

### **EXPERIENCE:**

- Proficient in the following dimensions of restaurant functions: food planning and preparation, purchasing, sanitation, security, company policies and procedures, personnel management, recordkeeping, and preparation of reports.
- 2+ years of customer service experience required.
- 2+ years of restaurant management experience required.

### **KNOWLEDGE:**

- Knowledge of computer programs (Aloha POS, Microsoft Office).
- Knowledge of food safety systems.
- Knowledge of restaurant operations and logistics.

### **SKILLS:**

- Self-discipline, initiative, leadership ability and outgoing.
- Pleasant, polite manner and a neat and clean appearance.
- Ability to motivate employees to work as a team to ensure that food and service meet appropriate standards.
- Must be able to handle the pressures of simultaneously coordinating a wide range of activities and recommend appropriate solutions to restaurant problems.
- Must possess good communication skills for dealing with diverse staff.
- Ability to coordinate multiple tasks such as food, beverage and labor cost while maintaining required standards of operation in daily restaurant activities.
- Ability to determine applicability of experience and qualifications of job applicants.

### **WORKING CONDITIONS:**

- Hours may vary if manager must fill in for his/her employees or if emergencies arise (typical work week = 50 hours including nights and weekends).
- Ability to perform all functions at the restaurant level, including delivery when needed.

### **PHYSICAL DEMANDS:**

- Position requires prolonged standing, bending, stooping, twisting, lifting products and supplies weighing 60 pounds, and repetitive hand and wrist motion.
- Work with hot, cold, and hazardous equipment as well as operates phones, computers, fax machines, copiers, and other office equipment.
- Must be able to access all areas of operation, including second floors.

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