

ISLAND FOLK

cider  house

ISLAND FOLK CIDER HOUSE IS HIRING: TAPROOM MANAGER

ISLAND FOLK CIDER HOUSE IS SEEKING A HIGHLY MOTIVATED AND SKILLED TAPROOM MANAGER TO JOIN OUR DYNAMIC TEAM.

THIS IS A PERMANENT, FULL-TIME SALARIED POSITION.

THE IDEAL CANDIDATE WILL:

- LEAD OUR FRONT OF HOUSE TEAM IN CREATING AN INCLUSIVE, FUN, AND WELCOMING ATMOSPHERE AND EXCEPTIONAL GUEST EXPERIENCE WHILE GROWING OUR BUSINESS THROUGH PROVEN AND NEW INITIATIVES;
- EFFECTIVELY SUPPORT AND MOTIVATE STAFF TO BUILD MORALE AND BUY-IN WITH COMPANY POLICIES AND PROCEDURES;
- LEAD THE TEAM BY EXAMPLE - PITCHING IN WHERE NEEDED, NO MATTER THE TASK;
- IMPROVE UPON EXISTING FRONT OF HOUSE SYSTEMS TO INCREASE EFFICIENCIES WHILE ADHERING TO OUR COMPANY VALUES AND GOALS;
- BE A TEAM PLAYER WHO WANTS TO CONTRIBUTE TO A WORKPLACE WHERE PEOPLE ENJOY THEIR JOB AND HELP EACH OTHER TO ACHIEVE DAILY AND OVERARCHING COMPANY GOALS;
- BE THE FACE OF IFCH AND ACT AS A LIAISON BETWEEN OWNER/MANAGERS AND FRONT OF HOUSE TEAM.



RESPONSIBILITIES WILL INCLUDE BUT ARE NOT LIMITED TO:

- Overseeing daily detailed operations of the taproom
- Providing taproom floor support when needed
- Problem solving any guest issues
- Ensuring every customer has a positive experience and wants to return - get to know our customers, build rapport, go above and beyond
- Detailed event planning, set-up, and successful execution
- Conducting, when necessary, fun and energetic tours of cidery
- Developing and implementing marketing/promotion strategies to increase taproom sales and delivering comprehensive training to staff to best execute strategies
- Identifying and building relationships with key community partners for collaboration
- Planning and updating monthly activity calendar in collaboration with owner and management team
- Providing marketing and social media support - developing content to promote taproom events and products, and increase community engagement using our brand voice; respond to customer queries through social networks and website; interacting with followers through direct messages and comments; capturing live footage during events
- Hiring and comprehensive training of new employees focusing on exceptional customer service, product knowledge, cleanliness, and adhering to policies and procedures
- Ensuring a safe environment, physically and psychologically, for all staff and customers in line with our company's values
- Supporting, coaching and motivating staff to achieve company goals, including a positive working environment
- Ensuring important information is relayed to/and understood by staff so that they can perform their duties effectively
- Developing and conducting job performance reviews and opportunities for professional development
- Conflict resolution among front of house staff
- Shift scheduling and employee time tracking
- Maintaining and managing POS
- Providing administrative support of our accounting team
- Working with owner and other department managers to create, monitor and achieve budgets, targets, SOPs and KPIs
- Spearheading business controls and implementation as related to our front of house

- **Managing and maintaining front of house inventory - conducting regular inventory counts, ordering supplies, identifying and addressing causes of inventory discrepancies**
- **Controlling costs by reviewing portion control and quantities of preparation; minimizing waste; accuracy of charges and ensuring high quality of preparation**
- **Creating and improving upon existing policies and procedures to create efficiencies/optimize processes while adhering to company's goals and values**
- **Beautification and maintenance of taproom**
- **Most importantly, spreading our brand and solidifying Island Folk Cider House as a community hub!**

WE WANT TO HEAR FROM YOU, IF YOU:

- **Have acute attention to detail and cleanliness**
- **Are incredibly organized**
- **Aspire to excellence**
- **Are solution oriented**
- **Are adaptable and flexible**
- **Are self-motivated and take initiative**
- **Have a positive attitude**
- **Thrive in a busy environment**
- **Thrive in a collaborative environment**
- **Have strong leadership skills**
- **Have strong interpersonal communication skills**
- **Have a great mix of professionalism and fun-loving personality**
- **Are passionate about cider and all things craft**
- **Love customer service and ensuring guests feel welcomed, happy, and cared for**
- **Are able to walk and stand for long hours**
- **SMILE, a lot!**
- **Are able to lift 50 lbs**
- **Are willing to work flexible hours**
- **Love people and community**

QUALIFICATIONS:

- 3+ years of experience in hospitality management or 3+ years in a management role. If management experience is not in the hospitality industry explain in your cover letter your transferable skills and why you'd still be a great fit
- Demonstrated business acumen and the ability to understand margins, budgets, and forecasts
- Tech savvy; we use numerous softwares to keep our business efficient and need a manager with a proven record using tech
- Proven ability to drive traffic, improve guest experience, increase sales, and grow business at the same time
- Experience in strategic planning for a business
- Prior success in training and growing a team
- Successful event planning and management
- Demonstrated social media knowledge and know how
- Proven ability to manage time effectively and handle multiple priorities in a fast paced environment
- Ability to handle high-pressure situations calmly and efficiently
- Strong leadership skills with the ability to motivate and manage a team
- Excellent communication and interpersonal skills
- Shown ability to provide constructive feedback, have difficult but important conversations, and motivate each individual to be accountable for their role on the team
- Exceptional customer service skills with a friendly and approachable demeanor
- Related post-secondary degree or diploma is not necessary, but is an asset
- Availability to work some evenings and weekends as required

BENEFITS

- Salary: \$50,000.00 per year
- Vacation: 2 weeks paid vacation per year
- Sick days: 3 days of paid time off per year for illnesses and personal wellness
- Extended health plan + dental

- Employee discounts
- Opportunity for bonuses and professional development

EQUAL OPPORTUNITY EMPLOYER

Island Folk Cider House is an Equal Opportunity Employer and we invite all qualified individuals to apply. We support diversity and inclusivity in our employees and as a business.

APPLICATION INSTRUCTIONS:

Send your cover letter
& resume to
jobs@islandfolkcider.ca
with the subject heading
'Taproom Manager'.

Your cover letter should
identify how your experience and
character relate to the core
competencies, responsibilities,
and qualifications outlined
above.

Application Deadline of
March 1st, 2024.

