Tasting Room Lead

The Tasting Room Lead is to help and assist the manager with all aspects of the brewery’s tasting room. The goal of lead, and with the help of the Tasting Room Manager, is to create an enjoyable and authentic tasting room experience for all customers.  
  
**Essential Functions & Duties**

**Quality of Operations**

• Help manage tasting room inventory stock levels and ensures that merchandise, glassware, cleaning, and general supplies are stocked daily.

• Collaborates with Tasting Room Manager to proactively coordinate and execute special events.

• Conducts periodic sanitation and standards audit.

• Work with Tasting Room manager to provide a safe working environment for employees by maintaining the facility and ensuring equipment is in proper working condition.

• Help maintain and update menus within the tasting room.

• Complete daily open and close tasks and ensures deposits and cash drawers are accurate.

• Make sure the rest of the team is doing what is expected of them and be the point person for any customer concerns when manager is not present.

• Manage the beer inventory (draft & package) weekly and ensure the manager knows what we need and communicate out of stocks.

• Record inventory changes within Square, Ekos and insure the two are synced.

• Assists with maintaining the tasting room’s operational systems, policies and procedures.

• Wiliness to assist with other projects within the brewery outside of normal tasting room responsibilities.

• Adheres to all local, state, and federal regulations with regard to the selling of alcoholic beverages.

**Guest Focus**

• Creates and maintains an environment of hospitality and excellence in execution.

• Greets all guests with a smile and with a positive brand attitude.

• Proactively seeks out and resolves potential guest concerns or issues and communicate this with the Tasting Room Manager.

**Leadership**

• Must have a strong knowledge of new beers and help make team members aware of which Noon Whistle beers are available and are knowledgeable on those beers.

• Leads by example at all times.

• Inspire the team and effectively communicate standards and expectations when the manager is not present.

**Necessary Knowledge, Skills, and Abilities**

• Must love beer

• Maintains current Bassett certification

• Have completed or achieve within the first 6 months Cicerone program, Certified Beer Server.

• Proficient in Microsoft Excel and basic computer skills.

• The Ability to lift 50lbs plus

• Requires strong written and verbal communication skills.

• Has the ability to accept constructive criticism and always continue to work on ways to better improve your skills.