

Hospitality Manager

Location: Montpelier, VT

Full time

Caledonia Spirits is looking for a Hospitality Manager to oversee the preparation and execution of bar service at Gin Lane; to train and lead the bar, servers, support and kitchen teams at Gin Lane; assist and collaborate with retail, events, tastings, marketing, and tour teams to increase traffic and revenue; and to maintain bar cost margins, and ensure all guests leave feeling that they have had a wonderful. The Hospitality Manager ensures the best possible guest experience by overseeing that all steps of service are achieved, that the ambience is welcoming, and that the products delivered are truly outstanding.

Founded by a beekeeper, Caledonia Spirits was built on a vision to connect cocktail culture to agriculture. We are passionate about the spirits we produce, including Barr Hill Gin, America's Most Awarded Gin. Our work is fueled by the values of environmental stewardship, social responsibility, and continuous learning.

At Caledonia Spirits we believe diversity makes us better. For us, it is not just about being an Equal Opportunity Employer, which we are proud to be. It is about inviting different experiences, backgrounds, and perspectives to our work; and making conscious efforts to reach out to candidates who can bring different ideas and perspectives to what we do and create together.

We invite passionate people, committed to excellence, to join our team. We welcome applicants of all races, religions, colors, national origins or places of birth, ages, sexes, sexual orientations, genders, gender identities, and abilities. We welcome those who have served our country. We invite you to make our team richer and better.

Duties and Responsibilities

The following duties and responsibilities reflect the essential functions of the position, but do not restrict the assignment of additional tasks. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Daily Responsibilities:

- Keep the bar menu up to date in house and email to Marketing weekly
- Run regular bar meetings and set deadlines for cocktail development based on what events and times of year will require certain cocktails styles or in use of in season ingredients
- Lead a pre-shift meeting before each service, oversee service, and report on service, as required.

- Schedule and manage bartenders, servers, and hosts, keep schedules posted for 3+ weeks in advance.
- Coordinate training of bartenders, servers, and hosts.
- Make sure that top level hospitality is shown to all guests who walk into the building by all members of our team.
- Keep updated files of opening and closing checklists, side work, instruction cheat sheets, inventory sheets, recipes, and educational materials. Store printed copies in a readily accessible location.
- Oversee set-up and implement training materials for POS, reservation, music, table placement, and lighting.
- Oversee reservation systems and implementation.
- Work collaboratively as needed with GM, Tour Program lead, Event Manager and Retail Manager.
- Ensure that event guests are greeted by a member of the hospitality management team.
- Enter all end of night tips in accordance with protocols.
- Check invoices, enter them into our accounting system, and collaborate with the accounting team to code each invoice properly.
- Ensure the bar and bar areas are prepared for service daily from the perspectives of brand presentation, cleanliness and safety.
- Close and lock the building.

Long Term Goals and Responsibilities:

- Provide oversight of Lead Bartender(s); approve all schedules, orders, cocktails, garnishes, changes to any aspect of the bar program as recommended by the Beverage Director.
- Approve of and document any compensation/job status changes in consultation with human resources.
- Oversee inventory of bar programs in conjunction with bar lead and bartenders, keep accurate reports of inventory and report inventory on a monthly basis(taken 1st of month/emailed by 3rd of month) to the accounting team.Regularly update the Bar Manual section that is assigned to the Bar and Hospitality Manager.
- Maintain inventory of tableware, glassware, service ware, to-go containers and uniforms.
- Assist GM of Hospitality and HR in hiring of new employees as needed.
- Approve timecards and adjust time as needed (missed punches).
- Ensure staff schedules are prepared in a timely manner (at least three weeks in advance).
- Become a certified DLL inhouse trainer and File employee certifications and licenses.
- Implement usage of employee handbooks, service training materials, employee reviews.
- Meet regularly with members of the team to identify proficiencies or enrichment opportunities.

- Provide mentorship to the hospitality team by defining and demonstrating all aspects of the bar program through research, experimentation and implementation in conjunction with GM
- Contribute to the planning and forecasting process in collaboration with other hospitality management team members.
- Maintain accurate cost of goods and adjust menu prices as needed.
- Ensure the best possible guest experience while also keeping within budgets for ingredients and labor.
- Contribute information, insight, and ideas to the marketing teams to promote the hospitality program.
- Respond to reviews, collect guest feedback, and encourage guest satisfaction.

Certifications/Experience/Training:

- Relevant Food & Beverage and Hospitality & Event industry.
- Preferred: Serve safe, First-Aid CPR Certified, DLL In-House Trainer

Required Knowledge and Competencies:

- Positive attitude that sets the tone for the team
- Strong functional management skills.
- Ability to self manage time and prioritize projects ensuring all are done in a timely manner.
- Ability to manage complex projects from inception to completion.
- Ability to communicate verbally and in writing processes, procedures and best practices for bar management and operation.
- Strong team management skills.
- Ability to read, comprehend, analyze and synthesize dense text, including liquor control policies, laws and regulations.
- Creative ability to develop cocktails that harmonize with the bar program.
- Demonstrated skills in training and managing team members of different abilities and proficiencies.
- Ability to represent the company and the brand in a professional manner.
- Ability to think strategically while driving execution.
- Ability to manage and populate spreadsheets as directed.
- Ability and availability to travel for work as needed.
- Ability to cover shifts of other managers when needed

Physical and Other Requirements:

- Must comply with all company policies and safety standards.
- Regularly required to work outside of traditional business hours, including some evening and weekend hours, as necessary.
- Frequently required to stand for extended periods of time.
- Frequently required to move about and navigate a variety of physical environments, including office spaces, retail spaces, the bar and other cocktail service spaces, and the company distillery.

- Regularly required to remain in stationary position for extended periods of time.
- Regular operation of computer, keyboard, mouse, and other devices for extended periods of time.
- Participation in training sessions, presentations and meetings, on- and off-premises.
- Occasionally ascend and descend stairs.
- Regularly required to move and transport objects weighing up to 50 pounds.
- High level of confidentiality required: regularly exposed to confidential, non-public information relating to the company's finances, product development and strategic plans, and may have access to some confidential personnel information.

Supervisory Responsibilities:

This position will have bar staff supervision responsibilities.

This job description does not constitute a contract of employment. Employment of all staff is "at-will" and may be terminated by the employee or the company at any time, with or without notice.

If you are interested in applying for our Bar and Hospitality Manager role, please email a cover letter and resume to: jobs@caledoniaspirits.com. For more company information, please visit our website at www.caledoniaspirits.com.