



Tasting Room Manager

ABOUT OUR WINE PROJECT

After 30 years of brewing award-winning craft beer, Odell Brewing is venturing into a new category with the launch of a wine project. Dedicated to the exploration of unique flavor profiles in the world of wine, this project was born out of the brewery's shared passion for the art of winemaking.

We will be expanding our product offering to include wine by summer of 2020. The brewery will be opening a wine cellar and tasting room in a property adjacent to the Fort Collins brewery. We will be making, packaging, and serving wine on tap and in cans, with plans to distribute throughout the entire state of Colorado.

ABOUT ODELL BREWING

Since 1989 OBC has empowered a culture of family and collaboration, fostering a brewery full of beer centric people. It is this passion for beer that inspires us to create quality, handcrafted, and innovative brews. We're committed to providing exceptional service to our customers while making positive contributions to co-workers and our community through outreach and charitable giving programs. We are the 23rd largest craft brewer in the United States, are independent, and family and employee owned.

Our collective leadership and independence empower us to build a culture of ownership where we contribute, educate, and innovate, while keeping Colorado at our core. Always Better

Summary of Position:

The Tasting Room Manager is accountable for the overall leadership of the daily operations, effective team management, and the delivery of exceptional guest experiences in the OBC Wine Project Tasting Room. This role will work closely with the Director of Taproom Operations and Winemaker to successfully accomplish and implement goals and initiatives.

Team Development/Management

- Accountable to be present and available during busiest tasting room hours, including nights, weekends, and special events
- Lead tasting room interviewing and hiring processes; select, orient, train, schedule, coach and counsel co-workers; communicate job expectations and monitor, appraise, and review job contributions; plan and review compensation and annual staff performance reviews
- Educate staff: wine making knowledge and styles, presentation and quality; hospitality and company history; merchandise display; pricing and availability, tour program and special events and take lead on possible wine club

Leadership

- Work closely with the Winemaker and production co-workers on coordination of wine releases and education
- Support the Wholesale Team by leading tastings, handsales and working wine events in our distribution footprint
- Work with Community Manager to engage and help create Social Media content. This includes weekly plan to focus on strategy, innovation, engagement and customer service
- Maintain safe, healthy and sustainable tasting room environment: establish, follow, and enforce sanitation standards and procedures; comply with health and legal regulations and observe safety



Tasting Room Manager

- and sustainability practices.
- Manage Direct to Consumer program

Enhanced Guest Experience

- Exceed customer expectations of Wine Project and Odell Brewing Co to create an emotional bond that reinforces the brand position and brand strategy: serve and sell alcohol responsibly; consistently offer friendly, informed and personal customer service; evaluate, monitor and improve service in tasting room, overall brewery visitor experience; build relationships with customers; coordinate the décor and cleanliness; maintain a welcoming, exciting, educational, and fun visitor experience
- Handle delicate or difficult guest situations including, complaints, negative reviews, and ensures resolution
- Coordinates educational and entertaining tours and tastings
- Provide event coordination and logistics: review opportunities and respond to inquiries; assist with site management of staffing, rentals, security, parking, food vendors etc.

Daily Operations

- Ensure wine quality; manage draft system, refrigeration, inventory and cleanliness of glassware and bar; educate staff on pouring, presentation and quality.
- Manage inventory in conjunction with Merchandise Manager: develop and maintain inventory management system; maintain just-in-time inventory levels; participate in merchandise selection; support merchandising efforts; manage merchandise storage area; build strong vendor relationships
- Manage/coordinate all VIP requests
- Help in coordination of landscaping, snow removal, and janitorial services

Profitable Growth

- Works with the Taproom Director to build and manage budgets to achieve P&L goals: develop and implement strategies to increase average transaction; maintain margin goals for merchandise and wine; analyze trends and variances on wine, food and merchandise to forecast inventory needs and meet sales goals; manage daily reconciliation

Strategic Input

- Provide and engage in strategic planning as related to releases, events, marketing, innovative ideas
- Continuously looking for ways to improve processes, enhance business operations, profitability, guest experience, and/or co-worker engagement

Essential Job Requirements

- Education: Bachelor's degree preferred
- Experience/Skills: 5 Years minimum bar/restaurant, brewery/winery, retail management experience at large venues to include purchasing, inventory controls, marketing, budgetary controls, personnel supervision and process improvement.
- Levels in WSET, CMS, or other wine knowledge education preferred
- Advanced knowledge and experience with Restaurant POS System (Aloha Preferred); Knowledge of MS Office and Adobe Illustrator. TIPS certified. Strategic Planning, verbal communication,



Tasting Room Manager

customer focus, management proficiency, managing profitability and quality focus.

Physical Requirements:

- Ability to stand for long periods of time
- Ability to move and/or lift up to 75 lbs

Benefits:

- Employee Ownership Opportunity
- 401(k) with brewery match
- Profit Sharing
- Health/Dental/Vision/Short Term Disability/Long Term Disability Insurance
- Paid Time Off – 14 days first two years, increasing with years of service
- Paid Holidays
- Paid Sabbatical at 10 years
- Parental Pay
- Weekly beer allotment

Please submit your complete application, cover letter and resume to jobs@odellbrewing.com with Wine Tasting Room Manager in the subject line by February 17th, 2020.

Equal Opportunity Employer - Odell Brewing Company provides equal employment opportunities to all employees and applicants for employment without regard to race, age, creed, color, religion, national origin or ancestry, marital status, sex, disability, veteran status, genetic information, sexual orientation, gender identity or expression, or pregnancy.