



## Team Lead

We are looking to add a team lead to help our front of house team provide the best customer experience. Applicants must be a community minded individual who is passionate about craft beer, making guests feel welcome and being a part of an amazing team. Applicants will be knowledgeable about craft beer, have serving experience and show a willingness to take initiative. You will provide excellent guest service and contribute to Tapworks Brewing as a community hub.

### **Responsibilities and Duties**

- Leadership: Ensuring staff are providing high quality service and guest experience
- Training: Assisting manager with ongoing development of staff and training new hires
- Tasting Room Staff Duties:
  - Maintain cleanliness of tasting room, bar and retail area
  - Pour beer and have solid understanding of the styles, ingredients, tasting notes
  - Handle cash, use POS and cash out
  - Able to work shifts on weekdays, weekends and holidays
- Shift Management: cutting and calling in staff when necessary
- Customer Service: Ensuring a positive guest experience
- Other duties as required

### **Skills Required**

- Quick decision maker
- Leadership and strong communication skills
- Ability to think calmly in a high pressure environment
- Multi-tasking
- Ability to work in a team or independently.
- Great communication/interpersonal skills
- Serving it Right certification
- Proficiency running a point of sale system

Tapworks Brewing Company is a micro-brewery, tasting room and community hub. We provide competitive wages, excellent training, discounts on food/merch/beer, opportunity for advancement and a fun, energetic atmosphere! Sound like a good fit? Tell us why!

Send your resume and cover letter to [chris@gibsonstapworks.com](mailto:chris@gibsonstapworks.com). Please include 3 references.