



**Job Description: Taproom Floor Manager – Cerveceria La Tropical, Wynwood, FL**

Cerveceria La Tropical Wynwood is searching for a reliable, innovative Taproom Floor Manager to supervise operations at our bustling restaurant. The Taproom Floor Manager's duties include scheduling shifts, balancing cash registers, and overseeing payroll, opening and/or closing duties and managing customer service. You should also address customers' complaints and queries in a swift, courteous manner.

To be successful as a Taproom Floor Manager, you should implement measures to minimize costs and improve profitability, and will contribute to the professional development of staff and excellent customer service.

Cerveceria La Tropical Wynwood encompasses several different responsibilities. The candidate's responsibilities will include (but are not limited to) the following:

- Opening and closing the restaurant and duties related.
- Ensuring excellent customer service as measured by Open Table and other reviews.
- Appointing, inducting, and mentoring new and current staff members.
- Assisting in scheduling shifts and assigning tables to waitstaff.
- Working closely with lead hostess (Maitre D'), hostess', ownership and management on OpenTable, training and communicating.
- Resolving customers' questions and grievances in a professional manner.
- Conducting payroll activities in an accurate, timely manner.
- Ensuring that the restaurant adheres to pertinent health and safety regulations.
- Conducting inventories weekly/monthly.
- Managing floor during lunch and dinner hours as Maitre D' – interacting with customers and touching all tables.
- Performance management and improvement system.
- Recording all income and expenses and ensuring that cash registers are balanced.

**Taproom Floor Manager Requirements:**

- College/university Degree (preferably hospitality related)
- Previous supervisory experience, preferably within a restaurant.
- Excellent math skills
- Strong leadership skills with an affinity for capacity development.
- Excellent conflict resolution abilities.
- Innovative, trustworthy, and impartial.
- Basic knowledge in usage of POS system (SQUARE)
- Advance level of knowledge in using common administrative software (Microsoft Office, Outlook, Excel, Word, etc.)
- Basic use and operation of equipment and/or knowledge with physical plant (i.e. Printer, scanner, copy machine, etc.)
- Effective time-management and multi-tasking

Candidate must also secure the following certifications:

- Florida Food Manager's License
- Any additional licenses/certifications deemed appropriate to managing the restaurant to maintain impeccable high safety and sanitation standards