

## **Team Lead (Front of House)**

Cool City Brewing Company, located in downtown Two Rivers WI, is a brewpub, with an on-site brewery, coffee shop, and restaurant all wrapped into one amazing space, in an atmosphere unlike anything else in Manitowoc County. We specialize in lights, and have the perfect blend of craft beer, made-to-order food, and specialty coffee and Lotus drinks. Together, Let's Fly!

Team leads actively serve Front of House guests, while overseeing all activities taking place within the brewpub. Team Leads ensure operations are running smoothly, and guests are served at the highest level. This person is a key player, and the face of Cool City. Experience in the craft beer industry will get priority. Team leads are expected to work nights and weekends, with a fair time-off request policy in place.

### **Some examples include:**

- Coordinate schedules
- Train Team Members
- Help other departments when needed through cross-training processes
- Engages with guests and leaves them with a memorable experience
- Greets all guests in 60 seconds, and invites them back every time.
- Educates staff and guests on menus, knows the specials, and promotions.
- Can make solid drink and food recommendations to guests
- Keeps dining room, and Front of House clean, busses tables, sanitizes
- Completes open and closing checklists
- Manages cash drawers by opening and closing out cash drawers daily
- Other duties as assigned

### **Skillset**

- Strong passion for hospitality excellence, and you are exceptionally detailed.
- Resilient in stressful situations and always able to handle last-minute requests with a calm, professional demeanor.
- Strong knowledge of front and back of house operations including food, beverages, brewing, staff supervision, inventory, and food safety.
- Has strong awareness, great communication skills, and leadership skills
- Has enthusiasm and lots of energy
- Understanding of best marketing practices, while building a strong brand & social presence.
- Good judgement, outgoing, able to inspire others
- Experience in the craft beer industry and/or restaurant operations

**Interested candidates should complete the fillable application**