

## **GENERAL MANAGER – HERMOSA BEACH TAPROOM & EATERY**

The General Manager is responsible for overseeing all operational aspects of our new Hermosa Beach Taproom & Eatery. As the opening General Manager, you will be responsible for laying the foundation for the community-based, customer first culture that thrives at our two existing taprooms. We're looking for a dedicated, team-oriented individual who thrives in a dynamic setting and takes pride in delivering the exceptional guest experience we are known for.

If you're passionate about hospitality, thrive in fast-paced environments, and have a love for locally brewed craft beer, this is the opportunity to take your career to the next level. This role requires effective leadership, strategic planning, strong organizational skills and day-to-day management to ensure operational excellence, guest satisfaction, financial performance, and a positive work environment. Candidates must share our commitment to quality, craftsmanship, creativity, and authenticity.

### **RESPONSIBILITIES:**

#### **Management**

- Oversee all departments and management personnel at the taproom and restaurant.
- Drive strong financial performance by managing budgets, cost controls, and P&L.
- Recruit, hire, train, develop, and, when necessary, terminate team members.
- Conduct performance evaluations, recommend promotions and wage adjustments.
- Provide leadership through coaching, mentorship, fairness, accountability and consistent feedback to build a positive workplace culture.
- Handle employee complaints, perform investigations and provide reports to leadership as needed.
- Administer prompt and fair disciplinary actions in alignment with company policies.
- Manage all department schedules aligned with the budget targets and business needs. Ensure that all schedules are posted within labor laws and company standards.
- Plan, assign, and delegate work effectively.
- Ensure operational excellence in bar program, food quality, service, cleanliness, and safety.
- Work with the management to ensure that all food and products are consistently prepared and served according to the eatery recipes, portioning, cooking, and serving standards.
- Maintain compliance with all federal, state, and local health and safety regulations.
- Ensure all equipment and property is kept clean, good working condition through inspections and preventative maintenance programs.
- Maintain security and sanitation standards across all areas.
- Implement and enforce policies and procedures of the Company.
- Assist in the preparation and management of departmental budgets.
- Monitor costs, inventory, and margins to achieve profitability targets.
- Oversee purchasing, inventory management, and vendor relations for food, beverage, and merchandise.
- Ensure accurate cash handling and reconciliation procedures.

## **Customer Service & Guest Relations**

- Foster a safe, welcoming and hospitable environment for all patrons.
- Build lasting relationships with regulars, industry partners, and the local community.
- Develop and execute events, promotions, and community activations that enhance guest engagement and create lasting impressions.
- Monitor and improve customer service standards and guest satisfaction.
- Proactively resolve customer concerns or complaints in a professional manner.
- Work with the management to ensure that all food and products are consistently prepared and served according to the restaurant's recipes, portioning, cooking, and serving standards.

## **QUALIFICATIONS:**

- High School Diploma or equivalent required; bachelor's degree in Business, Hospitality, or related field preferred.
- 3-5 years of restaurant management experience required.
- Highly organized, detail-oriented and punctual with the ability to prioritize and manage time in a fast-paced, high-volume environment.
- Excellent written and verbal communication skills.
- Proactive, self-motivated demeanor.
- Strong analytical and decision-making skills.
- Conflict resolution and problem-solving expertise.
- Understands how to be scrappy and build relationships to get things done.
- Eagerness to work as a team to develop ideas and implement goals.
- Sales and customer service-oriented mindset.
- Friendly, professional attitude.

## **PHYSICAL REQUIREMENTS:**

- Must be able to stand and walk for extended periods.
- Regularly required to use hands, reach, bend, stoop, talk, and hear.
- Must frequently lift up to 50 lbs. with assistance.
- Ability to work 40-45 hours per week, including evenings, weekends, and holidays as needed.