

POURING WITH HEART · THE BAR MANAGER

The Bar Manager is the 2nd step in progressing as a Leader and Manager in PWH. A Bar Manager succeeds through three areas of focus: in mentoring and the promotion of the bar's Barbacks, finding ways to increase revenue and regulars during the off nights of Sunday, Monday and Tuesday; by mastering the more complex arena of the Operating Expenses on the P&L. Being a Bar Manager is committing to your Love of Bars through understanding it's most classic roots: off nights, Barbacks and bread and butter costs.

"There is nothing noble in being superior to your fellow man; true nobility is being superior to your former self." - Ernest Hemingway

ESSENTIALS

- We must always Pour with Heart, through fulfilling our Service Principles
- We will always Lead with Heart, through exhibiting our Leadership Principles
- Don't be a bummer
- Able to fulfill all duties and responsibilities of Security Hosts, Barbacks, Bartenders, MODs and Bar Leads, including while on shift working as a Bartender building Regulars
- Monthly Workshops
 - Prepare and Lead all Customer Experience Trainings
 - Prepare an agenda and Lead the Barbacks in a team segment at the end
- Monthly All Manager Meeting, after the Workshop
- Weekly Admin Hours
 - Wednesdays or Friday's weekly with a 15 minute update at the start of the day discussing KPIs and the priorities for the day, and a 15 minute recap at the end of the day detailing the day's successes and next steps.
 - Note about start time when it lands the day after a closing shift
 - On the Week of a Workshop and dealing with Overtime
- Bartend Sunday through Tuesday nights as the MOD. 4th Bartending shift is on either Saturday night or Wednesday night
- Support and focus each of your Barbacks's development: making sure every Bartender never leaves their well; mastering prep by producing flawless ingredients for our drinks and seamless production to our pars; keeping the floor clean, clear and reset at all times.
- Conduct bi annual Reviews of each Barback with the GM & AGM

- Interview all new employees with the Management Team
- Ensure Training for all new Barbacks is completed wholly and to our standard
- Review Barback's KPIs. Reward and encourage those that are achieving them. Coach and guide those that need it, to ensure they hit them
- Manage the Events & Parties of the Bar while the MOD after the GM has set them up
- Create and Update all Par Sheets for every Operating Expenses line item to adhere to cost goals
- Look after all programming aspects of the Bar, IE Entertainment, Events, Promotions etc
- Ensure that every part of the customer side of the bar and experience is exactly as designed and constantly improving
- Build relationships with local Hotels and travel industries to drive tourist traffic
- Enrich strong relationships in the industry and further our place as the go to spot as an industry bar
- Order all Produce on the designated nights (Sun & Thur) and according to pars and inventory
- Manage the Linen company relationship and ensure orders are sufficient but not over budget
- Ensure proper upkeep and maintenance of all BOH leased Bar Equipment
- Keep all Decor on brand and on point in the bar
- Make sure the Glassware in the bar is as quality and cost efficient as possible - we are not ubiquitous but we are also not fancy
- Create and present a Quarterly, Period and Weekly Plan to achieve Projected Off Night (Sun to Tue) Revenue
- Establish Annual Revenue Projections for Off Night (Sun to Tue) Sales
- Able to analyze the Operating Expenses on Period P&Ls, and provide understanding on why the numbers are what they are
- KPIs
 - Off Night Revenue Growth Percent \geq Projections / Weekly by the Day
 - Operating Expenses P&L Category \leq Bar's Percentage Goal / Weekly by the Day
 - Rolling Annual Barback Promotions \geq 0

VALUES

CONNECT BY SERVING OTHERS
HUMILITY AND GRATITUDE

TAKE THE HIGH ROAD
FRIENDS & FAMILY
FAIL FORWARD
STAY WEIRD
MAKE SHIT BETTER
LOVE THE BAR