

## **Who we are:**

Here at Hackbarth Hospitality Group we work hard and have a passion for creating premiere experiences. Whether that's at one of our event venues or bars, we strive to create incredible memories at every touchpoint that are unmatched. Our attention to detail, superior quality and service are the foundation of our values and what drives us.

We are a family of brands that was built by a team of family and friends. We extend that sense of community to our couples, corporate partners, guests, customers, employees and communities that we serve. We are a fast-growing company that fosters the growth of our team members. We strongly believe in rewarding our top performers through growth opportunities, incentives and experiential rewards. If you are looking to join a team of hard working, enthusiastic and all-around awesome people- the HHG team would love to learn more about you.

## **Position Overview**

Camp Bar is searching for a General Manager to oversee its daily operations. The General Manager will serve as the central leader and knowledge source for the greater team and Camp guests. This position requires someone who is experienced in all aspects of both the front and back of house operations. The following outlines the key competency pillars of skills and experience the role requires.

### **General Operations**

- Minimum of 3 years of daily bar management experience.
- A strong understanding of beverage controls including days on hand, perpetual inventory, bar pars, portion control, cost controls, beverage potentials, sales analysis, food standards and inventory management.
- Establish and manage inventory control measures and adhere to purchasing procedures.
- Accept food and beverage deliveries in addition to ensuring correct storage of supplies.
- Manage the proper maintenance and cleaning of equipment.
- Monitor adherence to health, safety, hygiene and uniform standards of staff.
- Keep records of health and safety practices to ensure compliance and ensure alcohol regulations are adhered to.
- Manage the compliance with all local, state and Federal beverage and liquor laws.
- Oversee preparation of beverage and food items to ensure quality of taste and presentation.
- Ensure we are always operating a clean and well-maintained facility, including both guest and employee areas.
- Arrange for maintenance and repairs of equipment and services.
- Familiarity with consistently monitoring guest service experience and providing team support where needed.
- Ability to work in a fast-paced environment while maintaining a positive attitude and high stress aptitude.
- Proven experience with multi-tasking, prioritizing and interacting with multiple stakeholders.
- Organize and supervise promotional events on-premise with Director or Operations.
- Ability to grasp, bend, lift and/or carry up to 100 lbs.

### **Guest Relations**

- Exceptional customer service experience, with emphasis on attention to detail and guest satisfaction.

- Sets a positive example for guest relations and consistently monitors service performance.
- Ability to build relationships with our current regulars, neighbors and new guests.
- Motivates staff to provide excellent customer service experiences, while providing regular feedback and coaching when/where needed.

#### **Team Management**

- Proven success with motivating, managing and developing a professional service team.
- Experience managing the recruiting, onboarding and training process, while monitoring staffing levels to ensure that guest service, operational needs and financial objectives are met.
- Oversee all new employee onboarding and training.
- Manage staff performance in accordance with established standards and procedures.
- Organize and monitor staff schedules while maintaining employee records (absences/tardiness).
- Participates in the implementation/execution of corrective action plans.
- Conducts annual performance reviews with direct reports according to standard operating procedures.

#### **General Physical Demands for the Position**

General Managers will regularly stand for long periods of time, bend, stoop, turn, lift, talk, walk, walk on uneven ground, carry and lift up to one hundred (100) pounds.

#### **Position Details**

Job Type: Full-Time (including nights + weekends)

Salary: Complete compensation package, including impressive salary, full health and dental insurance and retirement savings matching.

Advancement opportunities, incentives and bonus potential also available.