

POURING WITH HEART • THE GENERAL MANAGER

As the General Manager, you are the captain of your venue, the unwavering compass that exemplifies the PWH ethos and standards of hospitality. While steering the ship, you will obsessively design programs and operations in order to meet or exceed KPI expectations, constantly tweaking every moving piece to work together as a whole. But beyond the ocean of spreadsheets lies the most important aspect of your job: the continued education and promotion of staff, realized by leading thoughtful monthly workshops and regular check-ins. The numbers are just a symptom of your leadership, vision, and diligence, and the experience that we create for our guests.

“Be not afraid of growing slowly, be only afraid of standing still” - Chinese proverb

ESSENTIALS

- Team correspondence and communication is absolutely necessary
- Maintain daily appearances and operations of the bar
- Plan and lead monthly team workshops
- Analyze monthly and quarterly profit and loss (P&Ls) and create action plans
- Create daily, weekly and quarterly priorities in Align
- Attend daily/weekly huddles, quarterly manager roundtables, and two bi-annual GM retreats
- Don't be a bummer
- Complete Pouring with Heart general manager training program
- Actively train and grow talent through the use of a depth chart
- Meet with your junior management weekly
- Routinely conduct employee check ins
- Aid in menu development of drink programs in collaboration with the management team
- Develop and maintain relationships with vendors and nurture brand partnerships
- Take care of weekly bar errands
- Create regular posts on social media platforms and engage with followers
- Respond to online customer reviews in real time
- Audit time cards and Kickfin daily and submit bi-weekly payroll
- Guarantee the pillars of ambiance: lighting, music, temperature
- Analyze CTUIT and inventory reports to optimize performance
- Plan events, anniversaries, and holidays in collaboration with events coordinator and/or marketing team
- Collaborate with junior management to develop effective team schedules
- Participate in monthly book club
- Achieve and sustain healthy margins at or above 20%
- Complete and submit end of month (EOM) reports
- Identify problems and provide actionable solutions for improvement

PERKS

Free Core Value Tattoos · Health & Wellness Program · Access to Beer & Spirit Societies

PHILOSOPHY

- This is a people business. Put people first.
- Never settle, never stop getting better. Good today, better tomorrow.
- Adapt & overcome. Things can and will change.
- Be easy to work with and thoughtful in how you work.
- Ask others how they are feeling, not how they are doing.
- Sacrifice toxic profits for longevity. We are building bars to outlive us all.
- Ignore the past and start each day anew.
- Stop and have a moment with someone when you're the busiest.
- Trust your instincts.
- Communicate, over communicate, and then communicate some more.
- Always be developing talent from within. You are only as good as your immediate replacement.
- Keep your emotions and your wits about you; let your passions and your dreams run wild.
- Don't pass the buck, but do pass the credit.

You can't step in the same place twice so make each step count.
Be Thoughtful. Be Kind. Be Yourself. Make Shit Better.

