

## POURING WITH HEART · THE ASSISTANT GENERAL MANAGER

As the Assistant General Manager, you are the steady conduit that flows between management, staff, and our guests. You will be supporting the General Manager by translating programs from theory to practice and aiding in the design and implementation of effective systems and daily operations. The general manager relies on your crucial insight as someone who is both active behind the scenes and present to see the venue living and breathing. However, your ultimate responsibility lies with staff enrichment, motivation, and education. You ensure the success of the bar by creating a positive, safe, and welcoming environment that will inevitably lead to memorable experiences on both sides of the bar.

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*“One can choose to go back toward safety or forward toward growth. Growth must be chosen again and again; fear must be overcome again and again.” - Abraham Maslow*

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### ESSENTIALS

- Support and focus on staff development: competency, knowledge, efficiency, and motivation
- Don't be a bummer
- Assist the General Manager in planning monthly team workshops
- Maintain the daily appearances and operations of the bar
- Aid in menu development of drink programs in collaboration with the management team
- Bartend at least four days a week with a minimum of 3 closing shifts as the manager on duty (MOD)
- Team correspondence and communication is absolutely necessary
- Attend weekly operations/administrative meetings with the general manager, providing action plans to improve the bar and the team in particular
- Attend quarterly management roundtable meetings
- Assist in weekly bar errands
- Contribute to the development of the social media program
- Collaborate with the General Manager to develop effective team schedules
- Complete Pouring with Heart junior manager training program
- Guarantee the three pillars of ambiance are always dialed in: lighting, music, temperature
- 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.
- 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.
- Ignore the past and start each day anew
- Trust your instincts and keep your emotions & wits balanced.

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

