

Briefmarken Weine is hiring the Briefmarken Manager

Job Description

Contract: Full Time

Salary: €2900 brutto per month

Located in a former GDR stamp shop in the historical Karl-Marx-Allee, Briefmarken Weine is a wine bar encapsulating gastronomy, oenology, and culture, offering exceptional artisanal and natural wines accompanied by a small selection of refined traditional Italian dishes - our concept is "Grandi Vini, Piccola Cucina".

Our curated wine list of 250 Italian wines and French Champagne is continuously enriched with selected wines made with great care by small producers who have chosen the path of minimal intervention in their vineyards. We import from producers who have set the standard in the natural movement, as well as newcomers. Amongst our producers are Prinčič, Zidarich, Vodopivec and Ronco Severo in Friuli, Pàcina in Tuscany, Grawü in South Tyrol and Villa Venti in Emilia Romagna.

Our characterful wine bar is part of a prize-winning cultural company working in the field of film, arts, and gastronomy, that is currently developing further gastronomic and cultural projects in Friedrichshain/Mitte.

We look forward to your consideration and contribution to Briefmarken. You will be part of the Senior management and will report directly to our CEO. Please see below your main responsibilities:

Your interpersonal skills:

- Dealing with customers in a professional and courteous manner
- Extending patience and guidance to other team members
- Acting as a role model for all employees by continuously exhibiting a high level of service and attention to detail in all tasks
- Supervising employees and providing additional training and coaching as needed to ensure everyone is performing their job properly
- Resolving disputes between employees
- Addressing employee problems on the job to ensure everyone is thriving in the workplace and satisfied with their job and work environment
- Motivating employees to perform well

Your day to day duties:

- Maintaining a safe and clean work environment
- Responsible for good order of dining room. This includes overseeing the completion to company standards (and if needed participating) of daily pre service set up and post service duties
- Have a good working knowledge Briefmarken wine and drinks list and responsibility for the sale and up selling of wine and drinks for each service
- Cash handling, including end of service cash up along with end of service report.
- Assistance with stock control and completion of monthly inventory of all drink products including wine cellar
- Assistance in stock ordering
- Assistance with point of sale back of house functions - updating beverage and food buttons on the till for each service
- Liaison with Head Office, oversee and manage Kitchen and Front of House Team.
- Update and print daily food and drink menus, when required
- Demonstration of leadership skills - including training of junior and new team members
- Staff planning, dealing with schedule changes/employee call-ins and other staffing issues and filling in for absent employees as needed to ensure smooth operation of the business
- Handling customer complaints and resolving issues
- Participate in monthly management meetings alongside Owner, Head Office Team and other team members that are responsible for driving forward the business
- Oversee guest reservations and reservation system

- Plan and support events at, and collaborations with Briefmarken Weine

On the services that you are the senior manager on duty, you will also:

- Lead pre service briefings
- Review daily reservations, confirm reservations and respond to email and phone reservations
- Organise table plan and delegate service sections to team members
- Manage service and keep an open dialogue with kitchen
- Ensure all staff time sheets are completed
- Responsible for maintenance and full working order of equipment (i,e replace light bulbs or call maintenance if glass wash breaks)