

## Hospitality Coordinator – Bench Brewing Company

Reports to: Taproom Management

Department: Taproom & Retail

Location: Beamsville, ON

Job Type: Full Time, hourly

### About Bench Brewing:

Located in the heart of Niagara's wine country, our farmhouse brewery is located on the site of the historic Maple Grove Public School in Beamsville, Ontario. Our brewery is a place for our guests to relax, learn, and experience the craft of brewing beer.

The Bench Brewing Campus sits across eight beautiful acres and will feature a 50hL brewing system, a tap and tasting room, a beer garden, a 'funk house' for our wild ale and barrel fermentation program, and our very own hops field.

### The Role:

Reporting to the taproom management team, the primary role of the Hospitality Manager is to develop and manage a world-class customer service platform at Bench in order to excite and delight patrons visiting the brewery. The ambition is to foster memorable guest experiences and drive engagement with visitors who will in turn share our story with their family and friends.

Responsibilities include:

- Ownership and accountability for the Brewery events calendar and all organized brewery experiences. Including: on-site events, management of all elements of the Bench Brewery Tour program, and hosting trade and community partners for private bookings.
- Lead and grow the "Entrenched in Bench" beer club membership program. This includes distribution of the bi-monthly beer shipments, management of the club database and all communications, as well as the planning and execution of all member events.
- Working with the Head of Sales & Marketing to ensure all new revenue generating programs and initiatives are aligned with Bench brand strategy.
- Working with the Kitchen at Bench for seamless execution of onsite bookings.
- Working with our key association, and community partners to build destination awareness and driving increased tourism traffic to the brewery.
- Proactively identify consumer experience gaps and successfully handle customer complaints when necessary.
- Work with the Events & Communication Manager to support off-site events and initiatives as required.
- Daily management of all correspondence through [comeseeus@benchbrewing](mailto:comeseeus@benchbrewing) email address.

**The ideal candidate will have:**

- A post-secondary degree, ideally in hospitality and tourism management.
- Smart Serve certification.
- Relevant experience – minimum 2 years in hospitality, ideally at a winery, brewery or distillery.
- Proven track record of leadership and problem solving. Excellent communication and organizational skills are vital.
- A thirst for knowledge – desire to constantly be learning about beer styles and brewing processes, being excited to share that knowledge with our customers and consumers. Any level of Prud'Homme or Cicerone beer training would be considered an asset.
- Availability to work evenings, weekends and holidays
- The drive to win as a team – collaborating to achieve success is what we do here at Bench.
- A willingness to lift the occasional keg or case of beer!

If you have the entrepreneurial spirit and are motivated to work in a fast-paced, fun environment with like-minded people who love what they do, we want to hear from you! Please send your resume and cover to [katy@benchbrewing.com](mailto:katy@benchbrewing.com).