



**Job Title:** Cigar Retail Sales Manager

**Location:** Civil Cigar Lounge

**Reports to:** General Manager / Assistant General Manager

**Pay type:** Hourly

**Pay Rate:**

**Hours:** As assigned on weekly schedule

**Summary of Position:** Provide civil, friendly, and professional service to all guests and team members. Ensure guests have First Class Experience during their dining, drinking, and smoking experience at Civil.

**Duties and responsibilities**

- Be dressed in a clean, neat, appropriate uniform and clocked in and ready to work at your scheduled time
- Be part of a team. Work together and be attentive to each other's needs before and during the scheduled shift
- Prepare your workstation. Stock your workstation to required par levels
- Make sure your workstation is clean and detailed before starting and at completion of your shift
- Welcome and greet guests warmly and professionally. If you know the guests name, welcome them using their name. If you don't know the guests name respectfully introduce yourself and ask for the guest's name
- Knowledgeably sell cigars, pipes, pipe tobacco, and accessories
- Sell Cigar Locker Memberships and assist locker member with cigar needs
- Warmly and professionally answer the phone
- Answer questions about cocktails, spirits, wine, beer, food, and cigars
- Maintain clean workstations and service areas at all times
- Monitor and observe guest's experience throughout the duration of their visit to Civil. Ensure guest satisfaction with the food/beverage, service, and cigars. Respond promptly and courteously to any requests

- Present Check in a timely manner and process payment
- Enter all orders into POS System
- Handle all cash and credit transactions to the highest ethical and legal standard
- Maintain a cash bank. Count your bank at the beginning of shift and count and balance bank with transactions at the end of shift
- Take and Maintain cigar Inventory along with General Manager
- Prepare and submit cigar orders to General Manager for approval
- Recommend additional new and removal of old cigar brands from inventory
- Maintain along with the General Manager the Locker Membership renewals and waiting list.
- Maintain and find new outside wholesale accounts
- Prepare and submit weekly cigar retail store schedule