****

**Current Events Response Table**

|  |  |
| --- | --- |
| Event | Response |
| Prepare Taproom for the opening | Taproom managers and employees come in early to set up beer gardens, games, and set up chalk-boards with daily specials or events of the day. |
| Serving Customers | Biertenders choose what the customer requests via the POS system and charges the customer. Then hand the customers their paid items which could be Beer, wine, soda, or merchandise. |
| Customer inquires about food | Biertenders direct customers to Food Trucks available on the premises. |
| Event night | Biertenders and Taproom managers set up events. Then gives customers a countdown timer so they settle in and participate if they want. |
| Keg Changes | If kegs become defective, Kegs are switched out via the Bartenders or Taproom Manager. |
| Cleaning | Laundry, dishes, and cleaning is done periodically by Biertenders during business hours and at closing time. |
| Prepare Taproom for Close | Taproom Managers and Biertenders follow closing protocol to close down operations for the night. |
| Inventory | Mary-Lou takes inventory by checking on merchandise that she feels is subjectively low and needs to be ordered. |
| Deep Clean | Follow Sunday deep cleaning checklist |
| Manager Meetings | All managers and owners meet to discuss how Klaus Brewing will move forward on events and making profit. |
| Sales Meetings | The Sales team members, managers, along with the owners, come to discuss how to improve sales. |
| General Meetings | The owners and managers go over expectations for the week. |
| Stein Night | If customers bring their own stein, it is filled up by employees. |
| Quarterly Reports | Reports to show what Klaus Brewery has done in the previous months |
| Oktoberfest | Set up for the festival by preparing inventory, events, and food trucks. Make sure adequate advertisement is utilized. |
| Maifest | Set up for the festival by preparing inventory, events, and food trucks. Make sure adequate advertisement is utilized. |
| Inspections | Prepare the Taproom and Brewery for safety inspections and TABC compliance audits. Conduct Mold Inspections and Equipment Inspections to make sure productivity is not slowed down due to equipment failure or temporary taproom closing. |