



TASTING ROOM SERVER

The Tasting Room Server is a part-time, customer-focused position that provides table service, bar service, and a friendly retail experience to Winery guests. By engaging customers, making recommendations, taking orders for snacks and beverages, and delivering table orders promptly, we ensure customers have a pleasant and welcoming visit. No wine knowledge is required; all training is provided.

ESSENTIAL DUTIES (*including, but not limited to*):

- Report directly to Retail + Tasting Room Manager
- Understand and follow opening and closing procedures
- Effectively operate POS system (Square)
- Follow protocols for all bottle inventory procedures
- Participate in all retail + tasting room business functions, including serving, bussing, food/wine prep, greeting/hosting, register, bar, etc.
- Participate in organization and cleaning of the Winery; both indoors and out
- Adhere to all House Policies, PLCB regulations, and CDC guidelines
- Performs other related duties as assigned

EXPECTATIONS:

- Ability to work most weekends and some holidays
- Maintain a friendly, courteous, and engaging demeanor with both customers and staff
- Ability to work under pressure and multitask while sustaining a positive and friendly attitude
- Needs to be highly motivated and team-oriented
- Maintain knowledge of the wine portfolio and be able to make recommendations to customers
- Maintain a professional image by following the Winery dress code
- Follow and uphold all Winery policies as directed by management
- Attend all staff meetings and education sessions
- Submit in a timely fashion, monthly work availability to the retail manager

EDUCATION AND EXPERIENCE:

- Must be at least 18 years old; at least 21 years old to serve alcoholic beverages
- Possess excellent verbal and written communication skills
- Experience in hospitality, customer service, sales, food & beverage, or events is preferred but not required

PHYSICAL REQUIREMENTS:

- Ability to lift and carry 40lbs
- Must be willing to work outdoors in all weather conditions
- Ability to stand and work at a desk, countertop, or bar for long periods
- Ability to walk, stand, and work on concrete and wood floors, also, stone, gravel, or grass
- Ability to move around the entire property throughout the day