



**JOB DESCRIPTION**  
*TASTING ROOM SERVER*

The tasting room server position is a customer-focused, serving position that requires an understanding of hospitality, customer service, and the capability to upsell our products.

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

- Report directly to designated retail management lead(s)
- Understand and follow opening and closing procedures
- Interact with customers and staff in a professional manor
- Understand and follow retail interaction and tasting room programs
- Effectively operate POS system (Square)
- Follow protocol for all bottle inventory procedures
- Follow protocol for daily set-up and break-down, and sanitation procedures
- Participate in all retail/tasting room business functions, including serving, bussing, food/wine prep, greeting/hostess, register, bar etc.
- Participate in organization and cleaning of the Winery; both indoors and out
- Adhere to all House Policies and PLCB regulations, and CDC guidelines

**EXPECTATIONS:**

- Maintain a friendly, courteous and engaging demeanor with both customers and staff
- Ability to work under pressure and multitask, in a high volume, fast paced environment while sustaining an outgoing and positive attitude
- Needs to be highly motivated, team oriented, and able to effectively interact with a diverse array of people
- Maintain knowledge of our wine portfolio
- Maintain a professional image by following Winery dress code
- Follow and uphold all retail policies as directed by management
- Ability to work a flexible schedule including extended hours, most weekends and holidays
- Accountable for knowing information on employee bulletin board
- Attend all staff meetings and education sessions (monthly and/or quarterly).
- Submit, in a timely fashion, monthly work availability to retail manager
- Serves patrons with food and beverages in a positive and friendly manner.
- Provides information to help beverage selections.
- Presents orders in a prompt and efficient manner.
- Protects establishment and patrons by adhering to sanitation, safety, and alcohol beverage control policies.

**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 of time
- Ability to walk, stand and work on concrete and wood floors, also, stone, gravel, or grass
- Ability to move around entire property throughout the day