

CHANKASKA CREEK

RANCH & WINERY™

JOB DESCRIPTION

DATE: April 2014

TITLE: Tasting Room Staff

REPORTS TO: Tasting Room Manager

POSITION SUMMARY:

We are looking for passionate candidates with a positive, can-do attitude. This candidate must have the passion for all things wine, wine knowledge, but most importantly must have the eagerness to take the initiative to provide excellent hospitality, as we believe this is most important element to offering a world class wine experience.

The position centers on exceptional customer service through presentation and sales of wine through hosting daily tastings. This is a multi-faceted position that requires initiative, vision, high energy level and excellent communication skills and relationships with management, customers, and staff. It is imperative that the candidate be able to work in a fast paced environment.

Another key element to this position is assisting in setting up, taking down, and hosting special events held on a frequent basis at both our indoor and outdoor venue spaces.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Job Responsibilities:

1. Prepares the tasting room for opening and closing daily.
2. Host and educate customers about each wine's unique story by providing amazing tasting experiences while focusing on building our tasting room sales and wine club base.
3. Accurately handle daily tasks as well as complex POS transactions, including: entering orders, updating member profiles, customer service, etc.
4. Processes phone orders and wine shipping orders.
5. Stocks merchandise and supplies as needed.
6. Various cleaning responsibilities as needed.
7. Represents the company and brand, professionally, graciously and enthusiastically.
8. Availability to work weekends and evenings is a must.
9. Get to know the Winemaker and learn about each wine in depth.
10. Work with our Chef, understand the food and serve it to our guests as needed.
11. Bussing tables throughout your shift.
12. Running a dishwasher to wash glassware and monitoring to make sure there are enough clean and dry glasses to supply the demand.
13. On occasion, conduct educational wine tours of the facility teaching our guests about winemaking, the facility, the history of Chankaska Creek Ranch & Winery, and the wines made at this facility.
14. Work with the General Manager and Event Coordinator when there are events on the property. Be able to take direction and then work independently or as a team until the tasks are completed.
15. Report directly to the Tasting Room Manager

JOB SPECIFICATION:

Knowledge, Skills, and Abilities:

- Good written and oral communication skills.
- Strong attention to detail.
- Highly customer service oriented.
- Valid Driver's License.
- Strong proficiency using MS Word, and Excel.
- Demonstrated capability to interface and maintain effective relationships with all level of employees in a team-oriented environment.
- Other critical skills include planning & organizing; problem identification/resolution, multi-tasking, follow-through skills to bring tasks to closure in a timely manner, priority setting, and having a sense of urgency in accomplishing tasks in a timely manner.
- Experience in tasting room sales or customer service oriented position.
- Passion for knowledge of fine wine and willingness to learn more.
- Excellent hospitality, sales, organizational, and customer service skills.
- Must be available and willing to work evenings and weekends.
- Ability to stand on one's feet for extended periods of time.

- Must be able to lift and move 50 lbs.

COMPENSATION:

Hourly wages plus tips and potential monthly sales incentives.

INQUIRIES:

Jane Schwickert

General Manager

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