



Winery at Black Star Farms: Tasting Room Attendant

PURPOSE: Provide excellent guest services concerning the sales of our wines/spirits

PAY RATE: Hourly, plus tips. Average take home \$18-\$20/hour

CLASS: Full-time, part-time hourly, seasonal through mid-November

HOURS: 20-40 hours/week

RESPONSIBILITY: Perform all tasting room duties while ensuring exceptional guest experiences

REPORTING TO: Tasting Room Managers

REQUIREMENTS

- Must be at least 18 years of age
- Ability to move and/or lift 50lbs safely
- Able to stand/walk for long hours
- Able to work well in a team environment
- Must be able to work weekends and holidays
- Basic sensory knowledge of wine a plus
- Positive attitude

EXPECTATIONS

- Ability to interact with guests in a fast-paced environment while maintaining exceptional customer service
- Responsible for providing a safe experience for all guests
- Greet and acknowledge guests in a friendly manner ASAP
- Check ID for proof of age and offer non-alcohol drinks to abstainers or minors
- Serve and engage with guests, make their experience educational and fun
- TAMs/Tips certification a plus
- Demonstrate knowledge of our wines/spirits, tasting rooms, Inn, Hearth & Vine Café, etc.
- Keep tasting room, bars, patio, outdoor areas, bathrooms, and kitchen clean and in proper order
- Be capable of performing all positions, server, greeter, cashier, floater
- Maintain stocks of wines behind the tasting bars and on the floor
- Ensure wines and merchandise are presented well in their retail space
- Help customers get wine and merchandise to their cars by using a handcart if necessary

