



# Mount Ida Farm & Vineyard

AT MOUNT IDA RESERVE

## **POSITION DESCRIPTION**

**Title: Tasting Room Associate**

**Reports to: Owner - Director of Operations - Manager on Duty**

**FLSA Classification: Exempt**

### **Position Responsibilities:**

Tasting Room Associates play a vital role by being the initial contact guests interact with when visiting. A Tasting Room Associate can have a wide array of responsibilities depending on where they are scheduled to work within the Tasting Room and Taphouse.

Tasting Room Associates must be able to function in roles of hosting, serving, and or bartending. Therefore each associate must be knowledgeable about all food and beverage being served, in addition to the rest of the Mount Ida Reserve property and all its components (weddings, events, rentals, real estate, etc.). Each associate will be assigned a specific role each shift, and must comply with all duties outlined within that role.

Associates must provide excellent customer service to each person that walks through the door of the Tasting Room and Taphouse.

**Major Duties May Include:**

- Greet guests warmly upon arrival
- Present a warm and welcoming demeanor during all guest interactions
- If possible, open door for guests when they are entering or leaving the Tasting room and Taphouse
- Maintain a proper uniform
- Present menus to guests
- Take food and beverage order from guests
- Prepare and serve alcoholic and non-alcoholic drinks
- Run and serve food
- Bus tables and deposit dirty dishes and glassware to appropriate location
- Accept and process payments
- Accommodate specials seating request when possible
- Relay messages to managers, Chef, bartenders, and bus-persons as needed
- Convey any customer complaints or requests to manager in timely fashion so as to satisfy the customers' needs
- Maintain cleanliness of the facilities
- Thank guests as they leave
- Relay guest comments and suggestions to the manager on duty
- Attend all scheduled employee meetings
- Maintain space in an attractive and functional manner.
- Clear and reset tables
- Other duties assigned

**Competencies:**

Key components of leadership: integrity, initiative, hospitality, problem solving, and being a team player  
Knowledge of beer and wine industry  
Ability to follow oral and written instructions  
Proficient written and oral communication skills  
The ability to create and maintain a high quality environment for guests

**Required Qualifications and Education:**

- Strong communication skills
- High School Diploma

- Relevant industry experience
- Ability to multi-task in a high-stress environment
- Ability to use restaurant software
- Job requires frequent standing, walking, bending, stooping and light lifting.
- Reliable Transportation

**Preferred Qualifications:**

- 1-2 Years restaurant experience
- Previous experience in a Winery Tasting room
- Previous experience in a Craft Brewery Taproom

**Physical Requirements:**

- Ability to lift 30-50 lbs.
- Ability to communicate routinely via phone, personal contact and via computer
- Walking, standing, sitting required throughout the typical business day

|                                 | <b>Signature</b> | <b>Date</b> |
|---------------------------------|------------------|-------------|
| Originator:                     |                  |             |
| Supervisor Review and Approval: |                  |             |
| Date written:                   |                  |             |
| Salary Grade                    |                  |             |