



JOB DESCRIPTION

Position Title	Reports to
Tasting Room Associate	Operations Manager
Employment Status	
<input type="checkbox"/> Year-Round <input checked="" type="checkbox"/> Seasonal	<input checked="" type="checkbox"/> Full-Time <input checked="" type="checkbox"/> Part Time
Location	Employment Dates
Forgotten Fire Winery, Peshtigo, WI	May – October

POSITION SUMMARY

The tasting room associate is the friendly face of the winery. You will greet customers, provide exceptional customer service, be outgoing, and possess good communication skills.

This position is responsible for ensuring guests' enjoyment and creating a fun and welcoming atmosphere. You should be organized, able to think and act quickly and effectively while retaining self-composure. Be guest sensitive and possess a sense of timing. Take pride in personal appearance and show dedication to your job. Display integrity and honesty in all aspects of your employment. You will continue to build upon our loyal customer base while educating guests on our wines and wine making processes.

Seasonal employment offers both full and part time positions

- Full Time Status: minimum 32-hour work week (avg) with 6-8 hr shifts (avg)
- Part Time Status: less than 32-hour work week (avg) with 6-8 hr shifts (avg)

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Greet each guest, provide excellent customer service and be able to engage in friendly conversation
- Learn and share the history of our winery
- Be knowledgeable on our current product offerings
- Conduct knowledgeable wine and cider tastings
- Promote the wine club and on-site events
- Educate guests on the Wine & Tourism industry; promote local events

- Learn our tablet point of sale application, execute sales transaction and maintain accurate register counts
- Responsible service of alcohol; check and verify ID's
- Maintain a clean, safe, and organized environment throughout the indoor and outdoor facilities; adhere to ServSafe expectations
- Work as a team with all personnel in order to maintain an effective atmosphere and superior customer service
- Assist in stocking and facing of merchandise
- Monitor, stock and clean restrooms frequently throughout shift
- Maintain confidentiality and respect for customers, employees, and business information
- Attend required meetings and participate in team trainings
- Other duties as assigned

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Must be 21 years of age or older
- Ability to pass Wisconsin Alcohol Seller Server Course
- Ability to Obtain an Operators / Bartenders License
- Must be able to work weekend and evening hours
- Strong verbal communication skills required
- Basic computer skills, Point of Sale software, and cash management
- Basic mathematical skills and an ability to handle money and give correct change
- High energy and stamina are required
- Ability to stay calm and work efficiently under pressure
- Ability to prioritize job duties, multi-task and manage time effectively

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the functions of this job, an employee must walk, stand, or remain stationary during entire the shift. Employee must be able to continuously reach, bend, lift, carry, stoop and wipe with the potential for slipping or tripping. Employee must frequently wash their hands and lift or move up to 35 pounds.

BENEFITS

- Paid Training
- Competitive wage plus tips
- Employee discounts