

Siren Song Wines

Job Description

Guest Services Associate - Server

Position is located at the winery in Chelan, WA. We are in the business of delighting our customers. The way we achieve this mission is through delivering excellence. That means excellence in our products, service, customer interaction, and overall customer experience. The core of the Siren Song brand is about hospitality that is delightful and memorable. Our Food and Wine Servers, aka Guest Services Associates are the first introduction to the Siren Song brand for most of our customers. Everything you say and do in this role is critical to supporting our business mission. You will be a brand ambassador first and foremost.

RESPONSIBILITIES & DUTIES - GENERAL

- Greet and welcome all guests to the winery in a friendly, kind, and polite manner.
- Assist in the seating, comfort, and safety of our guests.
- Inform our guests vis a vis our wines, our winery, and our history; you will be expected to know our wines and be able to comfortably communicate about varietals, blends, vineyards, and our winemaking style.
- Take wine and food orders then serve guests in the tasting rooms and patio areas.
- Master the POS system in order to accommodate all guest purchases and transactions.
- Clean bar, tables, counters, stemware, etc. and maintain the highest level of hygiene and health standards.
- Assist with the re-stocking of wine, food, and supplies inventory.
- Assist with food and wine delivery to tables.
- Assist with event set-up, support, and breakdown.
- Assist with winery production activities (e.g. harvest/crush (vendage), bottling, packaging, labeling, cleaning, etc.)
- Attend staff meetings.
- Promote bottle and case sales to guests; an acceptable level of sales success (to be communicated) is expected.
- Promote our wine club to guests; an acceptable level of sales success (to be communicated) is expected.
- Open and close the restaurant and tasting room following checklist procedures.
- Learn and follow Siren Song "High Touch Hospitality Steps of Service"

TRAINING

- You will receive training on our wines, history, wine club, pricing, customer service practices, and Siren Song "High Touch Hospitality Steps of Service"
- You will be expected to pass a written and oral exam before being fully scheduled to work; you may be re-tested from time to time.
- You will be expected to prepare and present a chosen wine topic to the winery team.

REQUIREMENTS

- You must be at least 21 years old, have a social security card, and valid driver's license.
- Be physically capable of standing and serving customers for several hours each day.
- Be physically capable of lifting and carrying 40 pounds.
- Be physically capable of carrying trays with wine stems and plates.
- Be able to multi-task in a fast-paced work environment.

- You must obtain a WSLCB Class 12 MAST permit in advance of hire. Strictly adhere to all MAST rules and regulations regarding the service of alcohol.

PERSONAL ATTRIBUTES/TRACK RECORD

- You are expected to be super polite and super friendly in all guest interactions.
- You are expected to be well-groomed, wear a clean and pressed uniform (to be provided), and comfortable, clean/polished shoes.
- Able to evangelize our products, events, and our winery.
- Strong work ethic: Willing to roll-up the sleeves and go the extra mile.
- Enthusiastic: Friendly, outgoing, and social personality.
- Passionate: Love wine and wine culture; loves to learn and talk about wine.
- Honesty and High Integrity: Earn the respect and trust of guests, customers, and the winery team.
- Communicator and Team Player: Excellent listener; proven collaborator with the winery team.
- Multi-tasking: Ability to successfully handle multiple customers and coordinate with other members of the winery team.
- Creative Thinker: Resourceful, figure-it-out-and-get-it-done mentality.

Compensation:

\$15.74 - \$17.50 DOE + Tips