

Siren Song Wines  
Job Description  
Winery Food Services Associate (“FSA”)

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 experience. **The core of the Siren Song brand is about a customer experience that is delightful and memorable.**

**RESPONSIBILITIES & DUTIES - GENERAL**

- Greet and Seat Guests
- Assist with glass washing, dishwashing, restocking
- Assist in the kitchen with food preparation, cooking, and cleaning.
- Assist our Guest Services Associates with any and all guest services activities. This includes expediting food to tables, bussing, stemware washing and polishing.
- 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 event set-up, support, and breakdown.
- Assist with winery production activities (e.g. bottling, packaging, labeling, cleaning, etc.)
- Attend staff meetings.

**RESPONSIBILITIES & DUTIES – TRAINING**

- You will receive training on our:
  - wines
  - foods
  - history
  - wine club
  - menu
  - pricing
  - customer service practices

**RESPONSIBILITIES & DUTIES – OTHER**

- You are expected to be super polite and super friendly in all guest interactions.
- You are expected to arrive on time and be prepared to work.
- You are expected to be well-groomed, wear a clean and pressed uniform (to be provided), and comfortable, clean/polished shoes.

**REQUIREMENTS**

- You must be at least 16 years old, have a social security card, food handler’s card, and a valid driver’s license.

- Be physically capable of standing and assisting 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.

### **PERSONAL ATTRIBUTES/TRACK RECORD**

- **Evangelist:** Able to evangelize our products, events, and our winery.
- **Work Ethic:** Willing to roll-up the sleeves and go the extra mile.
- **Enthusiastic:** Friendly, outgoing, and social personality.
- **Passionate:** Loves 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:**

FSA \$15.74-\$16.25 DOE + Tips