



Winery at Black Star Farms: Tasting Room Attendant

PURPOSE: Provide excellent guest services in relation to the sales of our wines/spirits

PAY RATE: Starting wage is \$13/hour, plus tips. With tips, team members are averaging between \$17-\$25/hour

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

HOURS: 20-40 hours/week

REPORTING TO: Tasting Room Managers

RESPONSIBILITIES

- **No guests left behind!** Greet every guest in a friendly manner as soon as they walk in the door. Exemplify hospitality when serving, educating, and interacting with guests.
- **Flexibility is the name of the game!** Whether you're pouring wine, playing host with the most, or manning the cash register, be ready to shake things up throughout the day and jump in to help out wherever it's needed.
- **Be ready for some fast-paced fun!** We host various events at both of our tasting rooms and we'll need your help to make them awesome.
- **It's all about branding!** Our team is the face of our business, so think of yourself as a brand ambassador. Share your love for Black Star Farms by building relationships and representing our values at and outside of work.
- **Teamwork makes the dream work!** Our success relies on being helpful teammates and supporting each other every day, so you must be a team player and be able to work cooperatively with coworkers.
- **Let's go clubbing!** Wine clubbing, that is - help us recruit new members to our exclusive Wine Club.
- **Kill 'em with kindness!** Be incredibly positive, compassionate, and kind to your team and our guests. Act with integrity and be open-minded!
- **Safety is key!** Show our guests a great time while maintaining a clean and safe work environment and adhering to all current health and safety requirements.

SKILLS & REQUIREMENTS

- Hospitality experience is preferred, but not required
- TAMs/Tips certification not required, but is a plus
- Basic computer skills; previous POS experience is preferred
- You must be driven: Driven to sell, grow, and improve
- Demonstrate consistent professionalism and responsibility while having fun





- Understand and participate in creating an environment of inclusion and acceptance
- Must be 18 years of age or older

WORK ENVIRONMENT & PHYSICAL DEMANDS

- Hours of operation: 11am-5pm everyday Nov-Apr, 11am-6pm Sun-Thurs & 10am-6pm Fri-Sat May-Oct
- Must be willing to come in early or stay late to fulfill necessary opening and closing duties
- Must be available to work weekends and most holidays
- Must be able to lift up to 50 lbs (case of wine) and to remain standing for long periods of time

PERKS

- Flexible scheduling
- Additional opportunities exist for commissions from recruiting wine club members
- Company-wide discounts

