



CEDAR LAKE CELLARS

## *Winery Wine Tender*

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**MISSION:** *We create memorable experiences that exceed expectations and inspire each guest to return and celebrate.*

**VALUES:** *Advancement, Honesty, Excellence, Accountability & Detail*

### **Job Description**

**POSITION / TITLE:** Winery Wine Tender

**REPORTS TO:** Winery Manager

**ESSENTIAL FUNCTIONS:**

- Passion for excellent customer service is a must for a wine tender
- Wine tenders are sales people for any item available for purchase for sale at Cedar Lake Cellars
- Knowledge in the company's history is a must. It helps to enhance the wine tasting as well as if a guest has questions about our company, venues, or general questions about Cedar Lake Cellars
- Ability to work in a fast paced environment is a must.
- Ability to multitask and handle large volumes of guests at one time is a must especially during busy season
- Sell and promote all of Cedar Lake Cellars products. (House wines, 3 Swans wine, Wines of the World, beer, mixed drinks, and specialty drinks with excellence.
- Have a minimum basic wine knowledge (temperature, dry, sweet, type of grapes(s) used, and what region the wine is from with an understanding that further wine knowledge and training are needed to thrive in this position.
- Ability to keep a clean and stocked work environment
- Ability to rotate wine properly (rotate middle to bottom, and top to middle) and rotate all beer properly using FIFO (first in first out)
- Tightening and maintenance of all Cyclopes in Winery. Report any that are in need of repair to management.

**DAILY TASKS:**

- Clock in using the mobile bytes system. You are not able to clock no earlier than 7 minutes before you scheduled shift starts unless having manager's approval.
- Turn on all indoor lights as well as the balls of lights between the wine bar and the dining room. Outside lights will be turned on later in the day before sunset.

- Make sure that all floors are free of debris and dirt. Sweep and spot mop the floors as needed.
- Make sure that the bathrooms (both men's and women's) are stocked and clean for the day's operations. Place the use outside bathroom sign during high volume days and lock the doors to the bathrooms.
- Make a water station which is to be placed in the middle of the winery dining room. Make sure there are plenty of clear water cups available for guests.
- Make sure all essential items are in place for the day (plastic wine cups, thermal tumblers, black cups for draft beer, plastic tasting 1 oz cups, wine glasses fully stocked, and extra boxes stocked between the wall and tap beer cooler, straws, WOW in coolers and in cabinets, all wines in coolers are stocked, the wall is completely stocked with our House and 3 Swans wines, and liquors and mixes out at service bar station for the sale of mixed drinks.
- If items are needed or missing make a list of what needs to be filled and find either a utility person or manager on duty to help you restock the coolers and wall. If no utility person is available work with other assigned wine tenders to help stock.
- Make sure that the slushie machines are turned on and on ice not chill. If on chill the slushie mixture will not freeze. If the machines are not full check in the BR walk in cooler for prepared slushie mixture. They are in the white buckets with the blue lids on the left side of the walk in cooler
- If mats aren't already put down grab them and put down on walk ways between the bar and coolers. These are used to prevent slips and to also add some comfort to your feet during your shift.
- Make tasting trays for wine tastings. The items needed to make tasting trays are available for you in Top Kitchen. Talk to Chef about what items can be used for tasting trays. (Typical items include; walnuts, cranberries, dates, Hershey Chocolate, grapes, and cheese if available.)
- Cut fruit and put in a condiment well. Fruit can be found at the Top Kitchen produce cooler.
- Make the cracker bowls for guests to have during tastings. Crackers can be found in the Top Kitchen. Make sure have tongs for the crackers. Extra tongs can be found in the Barrel Room or Big Red Barn.
- Make sure have all of the tasting menus and that they are clean and in good working condition. If more menus are needed to be created please let a manager on duty know.
- Make sure all tables are clean and void of debris in the winery dining room and on the winery patio.
- Count your drawer. Drawer should have \$300. If the drawer is short at the beginning of your shift inform the manager on duty so they can correct this before your first transaction. If the drawer ends short at the end of your shift you are responsible for paying that shortage. It is a good practice to count the drawer and keep a tab of the count before and at the end of your shift. Draw slips are provided for you and are left in each drawer. If there are no draw slips please inform the manager on duty.
- Welcome all guests as they enter CLC. Don't let guests go unacknowledged. It doesn't give off a good first impression.
- Invite new guests to enjoy a wine tasting. A wine tasting is a great way for guest to try the wines we offer at CLC. Ask returning guests to enjoy another wine tasting.

- Sell House Wines, 3 Swans Wines, Wine Slushies, and Wines of the World, Draft beer, Buckets of Beer, Specialty drinks, and Mixed Drinks. Also promote the Grab N Go and Smoke House areas for food purchases.
- Clean and sanitize your station and bar. Bar tops should be void of stickiness.
- Sweep and Mop behind the wine bar, sweep and mop the Grab N Go area, and sweep and mop the area by the wine bar.
- Turn slushie machines to chill at end of shift. If they are empty they need to be taken apart, cleaned, and then put back together. If the machine is missing pieces let the manager on duty know. (We should have extras in the office.) All machines have to be clean and put back together by end of day Sunday.
- Check bathrooms for cleanliness.
- Stock the coolers and wine wall. Use utility persons to help get the items needed to fill the wall and coolers from the basement and walk in coolers. Make a list of what is missing and what needs to be filled. If no utility person is available work with other assigned wine tender to help stock.
- Turn off the lights to the coolers
- Collect all trash and wine bottles and out to the correct dumpsters. We recycle all glass bottles. If a utility person is available you can ask them to assist you with this task.
- Any leftover fruit can be put in the cooler for next day operations except for Sunday's. Sunday all fruit gets thrown out. No extra fruit should be left in the coolers. All fruit should be kept in Top Kitchen
- Put liquor back in the liquor cabinet. It is a good practice to put 1 oz cups on the tops of the bottles to keep any bugs or debris getting into the bottles
- Get checked out by the manager on duty. Everything on the checklist must be completed before you leave for the day.
- Perform closing reports and count your drawer with the manager on duty. Make sure all drops are accurate. You will be asked to tip out utility. This is tip out is for their assistance with stocking and any other tasks they do during operational hours.
- Clock out using the mobile bytes system.
- You are responsible for claiming your tips from your shift. According to the IRS you should claim 100% of your tips from your shift. (Management will be monitoring your tipping and you will be subject to a tipping review if you are undertipping.)
- See you next shift.

### **CHARACTERISTICS / SKILLS:**

- A wine tender must be able to work in a fast paced environment
- Be able to stay positive and cheerful when under pressure
- Be courteous and friendly to guests and staff members
- Always have a smile on their face
- Always be willing to help out guests and staff members when in need
- Be a team player (we believe in teamwork our motto is OLOT- One Logo One Team)

### **EXPERIENCE / EDUCATION:**

- Has to be 21 years of age to sell and distribute alcohol
- 1 year of experience in the Food and Beverage Industry



- Formal wine training is a plus
- Serve Safe Certification preferred

**WORKING CONDITIONS / PHYSICAL REQUIREMENTS:**

- Must be available to work weekends.
- Hours (this is business determined): Friday 10am-9pm | Saturday 10am-9pm | Sunday 10am-6pm
- Ability to carry up to 25 pounds
- Work is performed in restaurant and event venue.
- Ability to work in a standing position for long time periods for events.

**NOTE:**

This job description represents the minimum duties required to perform the position outlined in this document. The duties listed are aligned with the current business objectives of Cedar Lake Cellars, and are subject to change based on future business needs and/or requirements.

All candidates agree to complete an assessment for selection.

Cedar Lake Cellars and Investa Management is an equal opportunity employer.