



CEDAR LAKE CELLARS

## *Guest Service Agent*

---

**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:** Guest Service Agent

**REPORTS TO:** Winery Manager

**ESSENTIAL FUNCTIONS:**

- Ability to work long hours is a must
- Ability to lift moderately heavy boxes of wine and beer
- Ability to tolerate temperature fluctuations
- Ability to multi-task
- Ability to follow direction and able to follow through with a task list
- Ability to work well by yourself or with a team

**DAILY TASKS:**

- Clock in using the mobile bytes system. Using your personal passcode clock in using the appropriate terminal. (This would be the terminal at the serving station in the winery). You are not allowed to clock in no earlier than 7 minutes before you scheduled shift unless have approval by management.
- Come in proper uniform. Come prepared with items needed to perform your duties. This would include items like a rain jacket, hoodie, or gloves. Uniform requirements are as follows: black polo style shirt or black t-shirt, black pants or black shorts. Black tennis shoes. A jacket or hoodies is okay to wear during cooler months but should be black with no logos showing.
- Check in with manager on duty for the day's task list. A task list is used and checked to make sure that assigned tasks are getting completed.
- Check out and in a radio for communication between you, other utility staff, and the manager on duty. Please use proper radio etiquette.
- Help grab wine and beer from coolers and garage for stocking in all locations. Check in with wine tenders on what items they need to fill coolers and wall spaces.

- Restock the walk in cooler behind the Smoke House (when needed or asked). Restock the walk in cooler in the BR. Restock the coolers in the Winery. Restock the coolers in the Smoke House.
- Set up the bussing station. This is the station that is by the winery fireplace on the outside of the winery. This station should have extra trashcans, boxes for empty wine bottles, a sanitation bucket with towels and sanitizer liquid, bus tubs, extra trashcan liners and rubber bands, etc.
- Open patio umbrellas and close at night. The key for the umbrellas should be found in the Winery stock cabinet and in the Barrel Room stock cabinet. If weather is bad, close umbrellas if open to protect them. If the large fire pit by winery patio is lit, close the umbrellas closest to the fire pit. This is to protect the umbrella fabric
- Fill all water coolers on Winery and Barrel Room patios and fill backups in walk in. Extra water coolers are found in Dry Storage.
- Fill ice in the Winery and Smoke House.
- Pick up trash using the proper method. This includes cigarette butts.
- Clean and restock Texaco bathrooms on each side. This includes men and women's. Use the proper cleaning checklist to ensure bathrooms are getting cleaned properly.
- Check parking lot for trash and organization
- Empty trash cans
- Run wine bottles to the recycling dumpster
- Help with the setting up and taking down of fire pit rentals during fire pit rental season. Let management know when supplies for the fire pit rentals are getting low. This would include items like signage, fire starters, and wood.
- Help with the stacking, moving and relocation of lawn chairs after daily operations.
- Help the events department with the set up and tear down of weddings or other private events if asked to do so.
- All other assigned tasks given to you by a member of the management team.

### **CHARACTERISTICS / SKILLS:**

- A CLC employee must be able to work in a fast paced environment
- Be able to stay positive and cheerful
- Be courteous and friendly to guests and staff members
- Always have a smile on their face
- Always willing to help out a guest or staff member in need.
- Be a team player (We believe in teamwork our motto OLOT-one logo one team)

### **EXPERIENCE / EDUCATION:**

- 1 year of experience in the Food and Beverage Industry
- Serve Safe Certification preferred

### **WORKING CONDITIONS / PHYSICAL REQUIREMENTS:**

- Must be available to work weekends.
- Hours: Wednesday's 10am-6pm | Thursday's 10am-6pm | Friday 10am-9pm  
Saturday 10am-9pm | Sunday from 10am-6pm
- Work is performed in restaurant and event venue.
- Ability to work in a standing position for long time periods for events.



## *Guest Service Agent*

- Understand that we have a busy season where we will require all staff to work. These days will be told to you in advance. They are mandatory work days. (We call this all hands on deck days.)
- Ability to carry up to 25 lbs.

**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.