

CARLOS CREEK

JOB DESCRIPTION

Position: Tasting Room Sales Associate

Reports to: Tasting Room Manager

POSITION SUMMARY:

Our Tasting Room Associates play a crucial role in the experience that makes Carlos Creek a top-notch destination. They are outgoing, energetic team players with a natural flair for starting conversations while delivering exceptional customer service and driving sales. Extensive wine knowledge is not required but they must have an enthusiasm for learning about wine and sharing that excitement with our guests. They must also have the ability to mix and serve craft cocktails.

RESPONSIBILITIES:

- Proactively engage with guests while creating memorable experiences at Carlos Creek
- Describe, recommend and pour wines and ciders tailored to each guest's preferences
- Mix and serve craft cocktails
- Share the Carlos Creek story and encourage participation in our events and social media community
- Drive additional sales through suggestive selling
- Maintain a clean and sanitary work space and seating area
- Accurately process transactions on POS system
- Perform opening and closing duties including cleaning and restocking
- Check IDs, follow company alcohol policy guidelines and maintain a safe and fun environment through responsible serving
- Represent the company with enthusiasm and professionalism at all times
- Attend mandatory company training sessions

REQUIREMENTS:

- A love of wine and people!
- Proven customer service skills
- Exceptional communication skills
- Reliable, dependable and punctual
- Ability to work in a fast-paced environment
- Ability to repeatedly lift and carry cases of wine
- Ability to climb on ladders and stoop and kneel
- Ability to work an 8 hour shift while standing
- 21+ years of age
- Hospitality experience a plus

TIME COMMITMENT:

- Days (if available), nights, weekends
- Minimum two weekends per month
- Work two of three summer holiday weekends (Memorial Day, 4th of July, Labor Day)
- Work all Carlos Creek festivals

Job Type: Part-time

Pay: \$13.00/hr plus tips

Benefits: Employee discount on wine, beer and retail items