Job Description

Job Title: Wine Steward
Reports to: Business Office Manager / General Manager
Payroll Status: Full - Time or Part - Time Hourly

Job Summary:

This position is responsible for ensuring that customers have a positive and memorable experience at Warren James Winery. Wine Stewards must have a passion for wine and for learning the details of the wines we produce and our general operations.

Job Duties and Essential Functions:

- Responsibilities:
    - Greeting customers promptly & courteously
    - Guiding customers through wine choices
    - Execution of daily operations & special events
    - Stocking merchandise & wine
    - Maintaining proper inventory
    - Following Money Handling Procedures
    - Promoting sale of wine and non-wine products
    - Providing general tourist information to customers
    - Excellent customer service skills
    - Cross training in the kitchen
    - Willingness to perform other tasks as assigned
    - Time management skills

- **Qualifications:**
- Must be 21 years of age or older.
- Knowledge of Hospitality & Wine Industry.
- Flexibility to work evenings and weekends.
- Reliable transportation, required.
- Follow instructions accurately and consistently.
- Retail experience, preferred.
- Maintain a professional appearance and demeanor at all times
- Must be able to stand for long periods of time, lifting 50 lbs or more, and work in a fast paced environment.

This is not a contract between employer and employee. The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to perform the job. The duties and responsibilities in this job description may be subject to change at any time due to reasonable accommodation or other reasons. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

My signature confirms that I have reviewed and agree with this job description.

_____ **Signature of Employer**   _____ **Date**

_____ **Signature of Employee**   _____ **Date**