
Description

Position: **Assistant Manager at Laurentide Winery Tasting Room**

Start Date: April 1st, Open 5 days Thursday – Monday 12-5 until 6 on Friday and Saturday

Shift: Starting at 20 hours per week, then transitioning to full time on May 1st

Duties:

Expedite our wine service & create a compelling wine experience:

- Taking orders behind plexiglass
- Entering accurate/timely e-tickets on point of sale
- Delivering flights/wine by the glass/ wine bottles
- Delivering food/cheese picnic packs
- Mingling outside with customers/updating e-tickets with additional items
- Cleaning tables/chairs in between all customers
- Washing flights/glasses
- Charging/packaging/delivering contactless wine pick-ups to cars in our lot

Execute our enhanced cleaning protocols:

- Cleaning surfaces multiple times per shift including but not limited to bar tops, laminated tasting sheets, bath fixtures, door handles & tabletops
- Trash collection pickup & disposal from various locations within the tasting room

Be knowledgeable about COVID and safety related special requirements:

- Understand all Michigan government requirements for safe work on-going basis
- Daily reporting of personal health status and daily briefing on COVID exposure risk at work
- Monitoring customer behavior including but not limited to ensuring 6' distancing, wearing of masks, controlling customer flow at our entrance, and ensuring a limited building capacity overall

Required Physical Capabilities:

- Wearing a mask correctly and continually inside & outside for an entire shift
- Ability to execute our enhanced cleaning protocols
- Walking from bar to patio to lawn on uneven surfaces successfully holding up to 6 flight glasses in carriers or multiple wine glasses/wine bottles on trays while opening patio doors
- Carrying & while returning to Tasting room with tub filled with used glass ware
- Wearing gloves when working & delivering food
- Using various disinfectants and microfiber cloths repeatedly
- Approaching customers at close proximity to deliver order and answer winery related questions
- Working a full shift spending time outside under cooler and hot & humid conditions
- Ability to lift 35 pounds (approximate weight of a case of wine)

Skills & Knowledge:

- Prior wine or waiting experience a plus
- Attention to detail, cleanliness and safety is mandatory
- Patience and customer-oriented approach is mandatory
- Excellent people and communication skills with a friendly attitude is mandatory

COVID pandemic considerations:

*Our committed policy is that **employee SAFETY Comes 1st**. We use physical barriers, HEPA filters, PPE, and enhanced cleaning procedures. We strictly set and enforce occupancy limits and use physical barriers to control customer flow. We require safety protocols be adhered to by our staff & customers to ensure our Safety 1st policy. All wine service is outside until inside service is deemed safe by our Environmental Health & Safety team. Our standards often exceed governmental requirements. We adapt our policies and protocols based on COVID Act Now daily briefings.*