

---

## **Description**

Position: **Tasting Room Greeter at Laurentide Winery Tasting Room**

Start Date: April 1<sup>st</sup>, 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:**

**Help is needed to greet customers at door as follows:**

- Meeting and greeting ALL customers to the tasting room
- Ability to direct customers
- Ability to solve issues/problems
- Ability to crowd control
- Ability to discuss wine, our menu, and our offerings to customers
- Ability to discuss our process and communicate under busy and loud conditions
- Use point of sale system

**Be knowledgeable about COVID and safety related special requirements:**

- Understand all Michigan government requirements for safe work ongoing basis
- Signing in daily reporting health status /COVID exposure risk
- Monitoring customer behavior including but not limited to ensuring 6' distancing, wearing of masks, controlling crowd flow at our entrance and controlling building capacity overall

**Required Physical Capabilities:**

- Wearing mask correctly and continually inside/outside for entire shift
- Sitting at greeting station
- Escorting customers as needed to table

**Skills & Knowledge:**

- Prior wine or restaurant reception experience a plus
- Attention to detail 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 1<sup>st</sup>**. 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 1<sup>st</sup> 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.*