

Dry Creek Vineyard is looking to hire a few “Table Service – Wine Educators” to our Hospitality Team for the 2021 season.

You might be a good fit for this team and this position if you have the following:

- A secret desire to make pouring wine look like an agility sport.
- You have an alarmingly specific opinion about stemware.
- You spend hours thinking about wine descriptors.
- You have a habit of tasting a wine and sometimes blurting out a food pairing.
- “It’s 5pm somewhere” means nothing to you because wine tasting is an all-day affair.
- You fluently speak “I’ve got a walk in deuce on 4” and “Five top seated on 8!”
- You smell fruit in the grocery store because you could always use another wine descriptor.
- You have been in a heated debate about Red Wine and Fish... more than once.
- You don’t work with “staff” you work with a “team.” And... your team dominates!
- You know more than 3 local restaurants phone numbers off the top of your head.
- Seriously... you spend a lot of time thinking about wine descriptors.
- When you eat out you find yourself trying to “out charm” your server.
- You have a deep desire to bus your own table... out of habit.
- You don’t just charm guests... you make memories.

**SUMMARY:** Promote the sale of wine and non-wine merchandise, enhance Dry Creek Vineyard company image and provide exceptional customer service.

#### **DUTIES AND RESPONSIBILITIES:**

The following reflects management’s definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

#### **SALES AND SERVICE (60%)**

- Greet all guests promptly and warmly.
- Create a memorable experience for all guests who enter the property.
- Conduct daily, semi-private, seated wine tasting experiences for guests.
- Manage multiple tables at one time.
- Build relationships with guests.
- Be consistently professional in all communication: verbal, written and non-verbal.
- Pour wine and educate guests on wine, winemaking techniques, and winery history.
- Promote the sale of wine, tasting and tour experiences and non-wine retail merchandise.
- Promote and sell club memberships.
- Collect guest contact information.

- Answer inquiries, offer suggestions and provide information regarding our property, special events and local attractions.
- Respond to guest inquiries and concerns promptly and with courtesy.
- Keep informed with ABC regulation and adhere to established policies and procedure regarding the handling and service of alcoholic beverages.
- Keep informed with state shipping laws regarding the sale and shipment of wine.
- Conduct guided tours, elevated wine experiences and private tastings as needed.
- Represents winery at outside functions as needed.

### **DAILY OPERATIONS (40%)**

- Ensure smooth daily operations; including effective and appropriate communication with team members and tasting room management.
- Perform opening and closing duties.
- Handle routine purchasing transactions, including operating a point-of-sale unit and accounting of daily sales.
- Maintain a clean and professional looking tasting area.
- Bus, clean and prep tables in between tastings.
- Assist with display and stocking of retail items and wines as needed.
- Assist with hospitality special events as needed.
- Answer phone and execute phone orders as needed.
- Participate in end of day clean up which includes the cleaning and stocking of the customer/outside bathrooms.
- Maintain clean and organized case goods area.
- Maintain clean and organized retail sales storage area.
- Perform other duties as assigned by manager.
- Work as a positive team member.

### **QUALIFICATIONS:**

- Exceptional customer service skills.
- Strong sales skills.
- Strong table waiting and / or catering skills.
- Knowledge of wines and wine production.
- Knowledge of basic beverage service.
- Excellent written and oral communication skills.
- Excellent presentation skills.
- Strong organizational, problem-solving, and analytical skills.
- Ability to manage priorities and workflow.
- Professional appearance and demeanor.
- Ability to handle a large work threshold.
- Demonstrated ability to calculate figures and amounts such as discounts, interest, commissions, and percentages.
- Ability to understand and follow written and verbal instructions.
- Understand and respond to a diverse population.

- Must be over 21 years of age

### **PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job on a daily basis. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently and repeatedly required to do the following:

- Stand and walk for long periods of time.
- Service a minimum of two tables at one time.
- Lift 35-50-pound case of wine.
- Use hands to finger, handle, or feel.
- Taste, smell, talk, hear, and see.
- Load and use/push a hand truck (dolly).
- Reach with hands and arms.
- Stoop, kneel, bend, and crouch.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is mainly performed outdoors / and in the tasting room / winery / and cellar.
- Working temperatures can vary seasonally from mild to very hot.
- In adherence to local and county laws, this position requires that a mask be worn while serving guests.
- There is occasional exposure to fumes or airborne particles related to normal cellar and wine making processes.
- Noise levels are usually low to moderate.

### **About us:**

Established in 1972, Dry Creek Vineyard is Dry Creek Valley's flagship winery located in the heart of Sonoma County, California. As the region's first new winery following Prohibition, founder David Stare paved the way for a viticultural rebirth in this vibrant winegrowing appellation. Among other industry benchmarks, Dry Creek Vineyard is recognized as the first winery to plant Sauvignon Blanc in the Dry Creek Valley. A pioneer of Bordeaux-style blending, the winery was also the first to use the term Meritage with the 1985 vintage and the first to coin the term "Old Vine" to describe pre-Prohibition era Zinfandel vineyards.

This premier, family-owned winery is celebrating 49 years of winemaking and is led by the second generation. Dave's daughter, Kim Stare Wallace, serves as President overseeing a successful family winemaking and grape growing business that includes 185 acres of sustainably farmed vineyards. Named one of the Top 100 wineries of 2015 by Wine & Spirits Magazine and

a Top 10 Tasting Room by USA TODAY, the winery is also 100% Certified Sustainable. Dry Creek Vineyard proudly produces delicious Dry Chenin Blanc, Sauvignon Blanc, Chardonnay, Zinfandel, Cabernet Sauvignon and Meritage blends, as well as a portfolio of single vineyard selections.