

Job Title: **HOSPITALITY ASSISTANT- NC - PT**

SUMMARY

Under general supervision supports various hospitality functions for scheduled winery events and undertakes diverse functions to support tasting room operations. Supports tasting room staff in maintaining the proper presentation of various venues where winery guests are entertained.

ESSENTIAL FUNCTIONS

- Sets-up and tears-down wine tastings and special events.
- Procures and delivers wine and supplies for tastings and special events.
- Stocks wine and operating supplies.
- Maintains property standards in regards to cleanliness, organization and general aesthetics.
- Prepares silverware for meal service.
- Supports tasting room representatives with the delivery of wine and non-wine products to customers.
- Reads the order and pulls product(s) for customer.
- Transports and loads product(s) into customer's vehicle.
- Provides back-up support on cash registers; occasionally works the greeting station.
- Supports other Visitor Center staff with duties such as clearing and cleaning tables, filling water glasses, maintaining cleanliness in the kitchen and customer areas and returning plates to the kitchen.
- Maintains satisfactory attendance, to include timeliness.
- Responsible for understanding and complying with applicable quality, environmental and safety regulatory consideration.
- This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MINIMUM REQUIREMENTS

- High school diploma or State-issued equivalency certificate.
- Skilled in reading, comprehending, interpreting and executing simple instructions, short correspondence and memos.
- Skilled in writing simple correspondence.
- Skilled in adding, subtracting, multiplying and dividing using whole numbers.
- Skilled in carrying-out simple instructions furnished in written, oral, or diagram form.
- Required to be at least 21 years of age or older.
- Required to complete training and proficiently operate the AMS software.

- Required to work holidays, evenings and up to 8 weekend's days per month (Saturday or Sunday) at various hours (from 10 am to 6 pm).
- Lift and move up to 50lbs.

PREFERRED QUALIFICATIONS

- 2 years of hospitality or hospitality support experience.
- Experience in restaurant/service industry.
- Skilled in the use of MS Outlook and MS Excel at a basic level.
- Excellent communication, customer service and organizational skills, especially attention to detail.
- Experience writing routine reports and correspondence.
- Experience dealing with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

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. 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 required to sit; use hands to finger, handle, feel, talk, hear, stand, walk, climb or balance, stoop, kneel, crouch or crawl, and reach with hands and arms.

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.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The noise level in the work environment is usually moderate.