



Winery at Black Star Farms: Tasting Room Manager

PURPOSE: Oversee daily tasting room operations in order to provide excellent guest services in relation to the sales of our wines/spirits

PAY RATE: Based on experience

CLASS: Full-time

HOURS: 40 hours/week

RESPONSIBILIITY: Train, schedule, and supervise tasting room employees in day to day operations

REPORTING TO: Retail Sales Manager

REQUIREMENTS

- Must be at least 21 years of age
- Ability to move and/or lift 50lbs safely
- Able to stand/walk for long hours
- Able to work well in a team environment and lead by example
- Must be able to work weekends and holidays
- Basic sensory knowledge of wine
- TAMs/Tips and ServSafe certifications preferred or able to acquire within the first 30 days
- Positive attitude

EXPECTATIONS

- Responsible for hiring or termination of TR employees
- Train TR staff to meet BSF standards for customer service
- Supervise POS operations including training all TR employees on POS system
- Maintain all tasting room stock
- Maintain merchandise, displays, and promotions
- Order cleaning and operating supplies
- Prepare, perform, and supervise opening and closing checklists with TR staff
- Demonstrate knowledge of our wines/spirits, tasting rooms, Inn, Hearth & Vine Café, etc.
- Serve and engage with guests, make their experience educational and fun
- In addition to management duties, be able to perform all positions, server, greeter, cashier, floater
- Ability to interact with guests in a fast-paced environment while maintaining exceptional customer service
- Responsible for providing a safe experience for all guests

