

Quick Service Host or Hostess

Our company is looking for a Quick Service Host or Hostess to join our team supporting the Winery under the supervision of the Customer Service Experience Manager.

Responsibilities:

Key facets:

- Create a warm and memorable experience for the guests, building brand loyalty.
- Represent the Singing Water brand, products, and services with passion and integrity always.
- Acquire and maintain thorough knowledge of Singing Water history, wines, and services.
- Engage in energetic team learning environments.

Quick Service Host or Hostess:

- Welcome guests in a warm and friendly manner.
- Responsibilities include greeting guests, taking food orders, preparing food, and pouring drinks.
- Responds to guests' inquiries and requests in a timely, friendly and efficient manner.
- Performs opening and closing duties, as needed.
- Assists others with side work including but not limited to cleaning, stocking, serving.
- Helps fellow team members wherever necessary to maintain positive working environment.

Perform other duties as required including assisting other departments as needed.

Requirements:

- Professional appearance and demeanor, personable, welcoming, with excellent hospitality and customer service focus.
- Great oral communication skills.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- **Must be able to work weeknight events and weekends.**
- Must be able to stand and walk for extended periods as required by job duties.
- Must be able to lift up to 50 lbs. on a regular basis and coordinate multiple tasks.
- Must be 18 years or older.

Education and Experience:

- Entry level – willing to train.
- TABC qualified or willing to do certification.

Work Environment:

- The Vineyard is comprised of different spaces from the land to the buildings for production, restaurant, tasting room, office, events and open courtyard for visitors/guests/members and entertainment. Due to the nature of this role, being comfortable to navigate all environments throughout the Vineyard is a must, including high customer interaction and service.
- This job operates in an indoor and outdoor environment where temperatures and weather conditions can vary.

Company Core Values:

- **C**urate a Haven for gratitude
- **R**espect others in word and actions
- **A**ccelerate the Business and Brand
- **F**ind your passion
- **T**end to the Customer's Experience and Memories

Singing Water Vineyards provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status or any other characteristic protected under federal, state, or local law.