



## ROLE AND RESPONSIBILITIES

The responsibilities of the Tasting Room Associate are compiled below.

Providing a dynamic, friendly, professional and knowledgeable experience to all visitors is key.

- Greeting visitors to the Tasting Room in a welcoming and personable fashion.
- Act as a Brand Ambassador for Turkovich Family Wines ensuring excellent service standards and maintaining high customer satisfaction.
- Pouring wines for tastings, flights, and glasses while discussing the wines, answering questions and telling our story.
- Ensure that all guests have a positive and memorable experience.
- Process orders, payments and wine club sign ups through our POS system.
- Be proficient in and comfortable with describing our wine club to visitors.
- Understand and be able to answer questions in reference to shipping wine.
- Is responsible for cleaning the tasting room, bathrooms and stocking wine and merchandise when needed
- Requires good communication skills, both verbal and written
- Eye for detail and the ability to multitask
- Must be able to stand and exert well-paced mobility for up to 6-8 hours in length.
- Must have the ability to read and comprehend simple instructions, short correspondence and memos
- Must be able to bend, squat, and lift up to 50 lbs on a regular basis
- Must be willing and have the ability to work a varied schedule that will include evenings, nights, and weekends