



## Tasting Room Sales Associate Job Description

### Position Overview

Our Tasting Room Sales Associates form the backbone of the customer experience at Fenn Valley. They work as a team to provide incredible service to customers visiting our facilities in Fenntville and Saugatuck. A team player with a positive attitude is essential. This is a part-time opportunity, with more hours available during the busy season (July-October)

### Responsibilities

- Work tasting room counter which includes greeting customers, serving wine samples, answering questions, offering suggestions, etc
- Effectively upsell and cross-sell wine and associated merchandise
- Communicate Fenn Valley story – including history of business
- Intelligently converse with customers on the topic of wine and wine/food pairings
- General store maintenance including stocking shelves and taking inventory
- Dusting and light cleaning of retail store displays and all public areas within the facility
- Effectively answer general phone line which may involve taking phone orders, providing directions, etc.
- Quickly and accurately work cash register
- Packing wine orders for shipment
- Aid in creation of displays and other point of sale materials

### Requirements

- Available to work at least one weekend day per week and be available for special winery events
- Must have a friendly personality and converse with a wide array of customers from all over the world
- Pre-existing knowledge of wine and wine/food is preferred by certainly not necessary
- Must be able to make change accurately
- No history of alcohol abuse
- 21+ years of age at time of employment a plus

### Hours and Pay

- Hours: 25-30 hours/week during busy season (July-October). Less in off season unless other work is available.
- Compensation: competitive based on skills and experience. This is a part time position with no benefits offered.

*References will be requested prior to any final hiring decision.*