



Job Description: Team Member

At Michigan By The Bottle Tasting Room, our team members are charged with our guests' happiness and satisfaction from their arrival to their departure. As such, the duties involved are quite varied.

Tasks Involved:

- Greeting guests promptly upon arrival
- Presenting menus accurately and concisely to guests
- Recommending wines to guests based on their preferences
- Answering questions about MBTB's origin, individual wines and partner wineries
- Speaking knowledgeably about wine in general
- Take orders from guests
- Collect payment from guests using an iPad-based cash register system
- Conversing with guests
- Checking with guests to ensure they are enjoying their experience and taking action to correct any problems
- Providing guests with information about upcoming events
- Assembling food items
- Pouring wine to a pre-determined level
- Carrying trays containing food and beverages
- Serving from trays containing food and beverages
- Clearing/bussing tables
- Stocking retail areas
- Accepting and putting away deliveries
- Pricing retail items
- Performing general physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping and handling of materials
- Standing/walking for long periods of time
- Washing dishes
- Loading an automated glasswasher
- Answering phones and communicating correct information to callers
- Lifting cases of wine
- Determining when a guest should be asked for identification
- Cleaning restrooms, bar areas, service areas and staff areas, including sweeping, mopping, dusting, wiping down surfaces, etc.
- Following rules, regulations and procedures, and responding appropriately to authority figures (owners, managers, assistant managers, etc.)

Skills Required:

- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at appropriate times.
- **Service Orientation:** Actively looking for ways to help people.

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- **Social Perceptiveness:** Being aware of others' reactions and understanding why they react as they do.
- **Speaking:** Talk to others to convey information effectively.
- **Coordination:** Adjusting reactions in relations to others' actions.

Abilities Required:

- **Oral Comprehension:** The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression:** The ability to communicate information and ideas in speaking so others will understand.
- **Speech Recognition:** The ability to identify and understand the speech of another person.
- **Speech Clarity:** The ability to speak clearly so others can understand you.
- **Arm-Hand Steadiness:** The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.

Prior Experience Required:

- No prior experience is required prior to hiring. However:
- **Prior Serving Experience:** Prior serving experience is strongly encouraged, but not required.
- **Prior Wine Knowledge:** Prior wine knowledge is strongly encouraged, but not required, though an interest in learning about wine is a must.

Certifications Required:

- No certifications are required prior to hiring. However:
- **TIPS Training:** Upon hiring, team members are required to take an online TIPS (alcohol serving) course and exam. Continued employment is contingent upon passage of this exam.
- **In-House Exam:** Shortly after hiring, team members are required to take an in-house exam, covering topics like menu presentation, wine knowledge, winery information, processes and procedures, etc. Team members will have three weeks to prepare for the exam. If a team member does not pass the exam, he/she will have opportunities to take it again at a supervisor's discretion. Continued employment is contingent upon passage of the exam.
- **ServSafe:** ServSafe certification is a plus, but not required.