

# Wine Steward

## Position Purpose:

The Wine Steward is responsible for assisting and guiding our guests through our wine and food offerings, communicating our story, receiving and expediting food and beverage orders, and assisting guests in order to create a satisfying and engaging experience. Team members are cross-trained in every area of sales including, food and wine service, espresso bar and customer sales.

## Responsibilities/Duties/Functions/Tasks:

- *Embrace the vision of Red Newt and communicate this to our guests.*
- *Communicate with guests in a poised and professional manner*
- *Greet and introduce oneself to guests in a timely manner*
- *Describe and recommend food items and wines to guests*
- *Check identification for guests to verify age requirements for purchase of alcoholic drinks*
- *Set up service areas and server stations before each shift*
- *Stay informed of daily menu and wine features*
- *Restock all stations*
- *Receive food and beverage orders at assigned tables, offering assistance and section recommendations, as necessary*
- *Check in with guests consistently to ensure satisfaction*
- *Serve water, coffee and tea to guests*
- *Run food from kitchen, as needed*
- *Complete all side work and daily cleaning tasks in checklist binder*
- *Adhere to cleaning duties required at end of shift*
- *Remove dishes and glasses from tables and take to kitchen during meals*
- *Present checks on each table, collect payments or direct guests the sales room for further purchases*
- *Report all issues in the dining area to the hospitality director*
- *Maintain the cleanliness of the service area*
- *Attend all mandatory training and meetings*
- *Maintain positive and helpful attitude with all guests and Red Newt employees*
- *Maintain a professional demeanor and adhere to proper dress policy*
- *Follow guidelines and expectations as stated in the employee handbook*
- *Other duties, as assigned*

## Requirements

- *Excellent verbal communication skills*
- *Ability to multitask*
- *Ability to maintain neat, professional and clean appearance and practices*
- *Ability to work while standing for long periods of time*
- *Ability to work in a team environment with other servers, hosts, bar-backs, baristas, crossover servers and supervisors.*
- *Ability to adhere to proper food regulation standards, and health and safety standards including COVID-19 guidelines and practices*
- *High level of professionalism and passion for the industry*
- *Ability to maintain a calm and collected demeanor under and fast-paced working conditions*
- *Ability to work efficiently on a team with other servers and all other Red Newt team members*
- *Flexibility with scheduling and available on weekends*

## Preferences

- *Previous serving and hospitality experience*
- *Knowledge of wines from the Finger Lakes and other wine regions of the world*

## Benefits

Full-time employees, those working 30 hours per week or more on average, are offered competitive medical benefits, retirement, paid time off, as well as generous discounts on purchases at Red Newt.