



# WINE STEWARD DESCRIPTION

At CCC, the Wine Steward guides our guests through a wine experience that will exceed their expectations, while driving sales and providing excellent service and wine knowledge. As the wine steward, you will pair wine and food for guests as requested or as helpful. You will impact the Guest experience in all steps of service, to include initial greet (if applicable), order taking, confirmation of wine ordered and proper service of said wine including decanting and suggestive selling. You will move through the dining room communicating to guests, crewmembers, managers, and vendors in a courteous and professional manner. You are pivotal in maintaining the physical inventory and constantly evolving the wine list itself.

**Reports To:** Bar Manager, Asst. F&B Director, F&B Director

## **Essential Qualifications:**

- Minimum of 21 years of age
- High school graduate, some college.
- Level 1 Court of Masters, WSET Level 2 or equivalent
- Ability to open all wine/champagne bottles with ease regardless of the difficulty of the corks, openers, size of bottle, etc.
- Ability to recognize a wine that is up to our standard.
- Complete knowledge of proper glassware to use and decanting technique.
- Maintain knowledge of major wine making regions, vineyards, style, vintages and producers and bottlings.
- Ability to maintain complete knowledge of service standards.
- Ability to describe characteristics, pricing, and descriptions of wine/champagne “by the glass” selection and all major wines on the wine list and dessert wine.
- Understanding of state liquor regulations, particularly those prohibiting service to minors, intoxicated persons, and drunk driving.
- Strong communication and people skills while also cognizant of the bottom line and generating revenue.
- Ability to multitask and work in a fast-paced and demanding environment that doesn't sacrifice quality with quantity.

## **Essential Job Functions:**

- Drive sales at all times, keeping in mind the taste preference and budget parameters of the Guest, using suggestive selling techniques.
- Visit table, take wine order, confirm during order-taking and upon presentation of wine, serve wine in an expert manner including proper pouring and decanting technique.
- On shift-by-shift basis build member database notes to build member history to better serve/sell to the members.
- Manage evening's inventory of wine (restocking as needed)

- Follow wine service standards for ringing in and tracking orders.
- Maintain wine stock in service areas so wine can quickly be served to members.
- Maintain neat and organized condition of all wine storage areas.
- Maintain “Wine Bible” with one-page sheets for all current (and past) wines on wine list.
- Ensure that any member that is not 100% satisfied with our product or service is to attend to immediately, and a manager is informed.
- Ensure that wine glassware and decanters are at par, available and clean.
- Assist with inventories as directed by bar manager.
- Assist with wine ordering as directed by bar manager.
- Assist with all other services to members as needed: Hosting, bussing, running food/drinks, Taking orders etc.
- Conducts weekly wine tastings for members.
- Communicates with Chef/ Sous Chef on weekly special (Tuesdays) and determines the best wine pairing for the dish. Relays this special to F&B director and Communications director for marketing.
- Actively participate ongoing staff wine education
- Maintain an eye for detail.
- Keep self at a level of high energy and engagement.
- Complete side work duties as assigned.

**Club Expectations:**

- Maintains neat and professional appearance and always observes personal cleanliness rules.
- Self-motivated.
- Member-and guest-service oriented.
- Acts professionally and displays a positive attitude.
- Must be courteous to others and tactful towards members, guests, supervisors and co-workers.
- Demonstrates a willingness to help others.
- Always act ethically.
- Works well with others as a team member and helps co-workers as needed.
- Is creative and looks for areas that need improvement.
- Must be aware of and follow safety practices applicable to the job.
- Reliable and predictable attendance at work.
- Wear a clean and pressed uniform.
- Must successfully complete position knowledge and/or skills test.
- Able to exercise good judgment under pressure.
- Can prioritize needs and effectively manage resources.
- Helps in other work areas during slow periods or as needed.
- Can work on several tasks under pressure.
- Is knowledgeable about and consistently follows policies and procedures in employee handbook.
- Must be able to work holidays, weekends and overtime as needed.

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**F&B Director Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_