



## *J Sorrenti Wine Bar & Bistro*

*Inside the Sierra Nut House*

7901 N Blackstone Ave, Fresno, CA 93720

559/432-4023

### **Wine Bar Attendant**

#### **Job Description:**

The Wine Bar Attendant is responsible for the wine bar area. It is the job of the wine bar attendant to make sure he is knowledgeable about the cheeses we carry, as well as which wines pair well with each type of cheese available (please refer to the “Cheese Bible” as needed). It is the wine bar attendant’s responsibility to talk with Mark regarding the weekly wine list, monthly Wine Club wines and any wine specials.

#### ***Beginning Your Shift:***

1. When you arrive for your shift, look over the wine bar area to make sure it is clean and ready to host guests.
2. Wipe down/polish the wine bar counter top and bar stools, including the legs and rungs of the stools.
3. Check floor tables and chairs to make sure they are clean. Remove dishes/glasses/trash from empty tables; wipe down tables and chairs as needed.
4. Check wine bottles that have been open more than two days to make sure they are still good.
5. Create the daily “Happy Hour” wine list from open bottles of wine that are NOT included on the Weekly Wine List.
6. Make sure you have a current product price list as your disposal.
7. Check to see if there are new cheeses in the case that you need to learn about in the “Cheese Bible.”

#### ***Customer Service:***

1. As a wine bar attendant, customer service is a high priority. Check on your guests often to make sure they have received everything they ordered and are satisfied with the products.
2. A cocktail napkin always goes down before the glass of wine or beer.
3. If you ice a wine in a bucket, please put a towel around the neck to catch drips.
4. You may be required to help with table service (inside and outside) if the bar is crowded. Be aware of guests who need help – get them wine, a food menu or a pour from their bottle.
5. Follow the 5 Principles of Professional Service:
  - a. *Give a warm and sincere welcome to all guests*
  - b. *Make positive eye contact and SMILE – you are on stage!*
  - c. *Anticipate the needs of every guest*
  - d. *Give a warm and sincere goodbye and THANK YOU to all guests*
  - e. *We never lose a guest*
6. Many of our guests want to learn more about the wines we have, so they can make an informed buying decision. You are the teacher.

**General Wine Bar Duties:**

1. Wine Pours: 3 oz or 6 oz
2. Assist with wine inventory management.
3. Assist with wine purchasing.
4. Assist with merchandising of wines.
5. Assist with wine/food pairings, wine tastings and general bistro service.
6. Provide assistance with floor sales as needed.
7. Avoid
8. A large part of your job as Wine Bar Attendant includes floor sales of the wines and cheeses. Become the “go-to” person for wine sales and customer service.