



Fujishin Family Cellars Winery and Lost West Winery
15593 Sunnyslope Road
Caldwell, ID 83607

Job Description: Tasting Room Hospitality Associate

Fujishin Family Cellars Winery is a boutique, family-owned and operated winery just outside of Caldwell, Idaho. We specialize in crafting quality red and white wines with personality. We also own and operate Lost West Winery, the sister brand to the Fujishin Family Cellars Winery.

We pride ourselves on our commitment to quality, community participation, and exceptional customer service.

The Tasting Room Hospitality associate is responsible for promoting Fujishin Family Cellars, and Lost West Winery to the public. The SHA will implement the tasting and sale of wines and non-wine products at the winery and outside events in order to maximize sales potential and educate consumers about our wines and the Snake River Valley Wine Region. The SHA will provide exceptional customer service and promote the high quality wines to make the experience at Fujishin memorable to every visitor. To be part of the team we insist on the three "E's":

- Educate guests about our wines and vineyard sources.
- Encourage customers to purchase wine, attend events, and join our wine club.
- Enjoy being part of the team.

Responsibilities Include:

Greeting the public:

- Greet guests as they enter the winery and invite them for a tasting.
- Coordinate with the Tasting Room Manager to efficiently manage guests.
- Provide the latest information on the wines, techniques, history, and to be able to respond to visitors' questions.
- Keep current on all information pertaining to wines and guests experience.
- Facilitates sales at the register.
- Promote the Wine Club program to all guests.
- Provide exceptional service by referring guests to other wineries and local restaurants, etc.
- Complete the opening/closing procedures for sales.
- Maintain the inventory of wines for tasting and purchase.
- Merchandise the sales displays to effectively sell wine and other products.
- Update and organize tourism information.

- Educate the public on where to find Fujishin and Lost West Wines at retail, restaurant, and outside events.
- Maintain a friendly, warm, and clean tasting room environment, (inside room and outdoor areas.)

Behind the Scenes:

- Clean organize and restock tasting room.
- Work with the TRM on regular promotions and events.
- Work with the TRM on marketing incentives.
- Coordinate with TRM on all outside events and inform staff and public of where Fujishin and Lost West are on any given day.
- Manage trash and recycling system.
- Other duties as assigned. (Clerical, Recordkeeping, Wine Labeling, etc.)

Skills and Abilities:

- Minimum 1 year winery, restaurant, or retail experience.
- Must be a team player and possess a “can do” attitude.
- Must be highly motivated, independent, and able to take direction from proprietors and the TRM.
- Outstanding customer service skills.
- Proven ability to communicate effectively.
- Knowledge of wines and wine production helpful but not essential.
- Commitment to excellence and high standards.
- Able to provide guests with an unforgettable wine tasting experience.
- Must be able to work weekends, some evenings, and some holidays.
- Must be detail oriented with excellent organizational skills.
- Must be able to lift 50 lbs repeatedly.
- Must be at least 21 years old.
- Must be able to obtain an approved servers license.
- **Professional appearance and attitude an absolute must.**

This position is part-time (less than 35 hours per week), and seasonal. The contract duration will run from mid-May to late November.

EEO: EEO Policy Statement

Fujishin Family Cellars, LLC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Fujishin Family Cellars, LLC complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of

employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Fujishin Family Cellars, LLC expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Fujishin Family Cellars, LLC employees to perform their expected job duties is absolutely not tolerated.