



Fujishin Family Cellars & Free Dog Wines
15593 Sunnyslope Road
Caldwell, ID 83607

Job Description: Tasting Room Wine Guide

Fujishin Family Cellars 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 Free Dog Wines, 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 Wine Guide is responsible for promoting Fujishin Family Cellars & Free Dog Wines to the public. The Wine Guide will implement the tasting and sales of wines and other 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 Wine Guide will provide exceptional customer service, educate guests and about wines and vineyard sources, encourage guests to purchase wine, attend events, and join our wine club, and promote high quality wines to make the experience at Fujishin memorable to every visitor.

This is a part-time position (7-30 hours a week) with hours available primarily on weekends.

Responsibilities Include:

Public Facing Duties include:

- Greet guests as they enter the winery and invite them for a tasting
- Coordinate with the Tasting Room Manager to efficiently manage guests
- Answer phone, call customer's back, and schedule tasting appointments
- Use current technology (Ipad and online point of sales programs) to manage guest accounts and reservations and to ring up sales.
- Provide the latest information on wines, techniques, history, and be able to respond to visitor's questions.
- Promote the Wine Club program to all guests.
- Provide exceptional service by referring guests to other wineries and local restaurants, etc.
- Complete opening/closing procedures for sales.
- Maintain the inventory of wines for tasting and purchase.
- Update and organize tourism information.
- Educate the public on where to find Fujishin and Free Dog Wines at retail, restaurant, and outside events.

- Address customer concerns with a calm and friendly demeanor at all times
- Keep the tasting room and our customer's safe by learning to identify the signs of intoxication and stopping service when necessary.
- Maintain a friendly, warm, and clean tasting room environment (inside and outdoors).

Behind the Scenes:

- Clean, organize, and re-stock tasting room.
- Work with the Tasting Room Manager on regular promotions and events.
- Work with the Tasting Room Manager on marketing incentives.
- Coordinate with the the Tasting Room Manager on all outside events and inform staff and public of where Fujishin and Free Dog Wines are on any given day.
- Manage trash and recycling system.
- Other duties as assigned (clerical, record keeping, wine labeling, etc.)

Skills and Abilities:

- Must be at least 21 years old.
- Must be able to lift 50 pounds repeatedly.
- Must be able to physically handle being on one's feet all day and walking up and down stairs.
- Outstanding customer service skills.
- Commitment to excellence and high standards.
- Must be a team player and possess "can do" attitude.
- Proven ability to communicate effectively.
- Knowledge of wines and wine productions is helpful but not required.
- Previous winery, restaurant or retail experience is helpful but not required.
- Must be able to work weekends, some evenings, and some holidays.
- Must be detail oriented with excellent organization skills.
- Must be able to obtain an approved server's license.
- Professional appearance and attitude an absolute must.

This position is part-time (less than 35 hours per week).

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