

# Opolo

**Job Title:** Hospitality Associate/Server: Pairings on the Patio

**Summary:** Opolo Vineyards is looking an individual with restaurant experience for our Pairings on the Patio lunch service. This individual will be the first point of contact for guests arriving to the vineyard and will play a key role in contributing to customer satisfaction.

To be successful in the role, the best-fit candidate must have the following skills and leadership attributes:

**Essential Functions:**

- Greet customers as they arrive
- Take orders from patrons and collect payment
- Serve food and beverages to customers
- Check with customers throughout their visit to ensure they are enjoying their meal and take action to correct any problems
- Communicate with kitchen staff to ensure proper food quality
- Bus and clean tables as guests finish their meals
- Stock service areas with supplies
- Perform cleaning duties, such as sweeping and mopping floors, tidying up service area, taking out trash, checking on/ cleaning bathrooms
- Provide guests with information about local areas, including restaurants, activities, and directions
- Maintain a positive and professional approach with coworkers and customers
- Contributes to team effort by accomplishing related tasks as needed
- Other assignments as needed

**Working Conditions:**

- Regular working schedule to include all weekends and holidays
- Long and irregular hours during peak seasons and/or special events
- Standing for long periods of time (8 hours per day)
- Washing wine glasses and dishes to keep a clean work environment
- Ability to lift at least 50 pounds repeatedly (case of wine)

**Requirements:**

- Outgoing, engaging, and friendly personality
- Strong written, verbal and interpersonal skills including excellent telephone communication, sales and customer service
- Accuracy and speed in executing assigned tasks
- Must be 21 years of age or older