

# Opolo

Job Title: Hospitality Associate/Busser: Pairings on the Patio

Summary: Opolo Vineyards is looking for an individual with an enthusiasm for customer service to join our growing team. This individual will be engaging directly with our guests throughout their visit to the vineyard and will play a key role in contributing to customer satisfaction.

Compensation and Benefits:

- \$15 - \$17 per hour depending on experience plus tips
- Medical, Dental and Vision Benefits – Full time
- Paid Time Off

Essential Functions:

- Work within a team to accomplish our shared goals.
- Provide excellent customer service including greeting, checking on, thanking, and taking care of guests.
- Take orders from patrons and collect payment.
- Expedite food and beverages to customers.
- Take action to correct any problems guest are having as quickly as possible.
- 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, and washing dishes.
- Maintain a positive and professional approach with coworkers and customers.
- Contributes to team effort by accomplishing related tasks as needed.
- Willingness to learn and grow with the team.
- Other assignments as needed.

Working Conditions:

- Regular working schedule to include weekends and holidays.
- Occasional 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.
- Mostly outdoor work environment subject to very hot and very cold conditions at times

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- Ability to lift at least 50 pounds repeatedly (case of wine)

## Requirements:

- Outgoing, engaging, and friendly personality with a desire to grow and a passion for excellent customer service.
- Strong written, verbal, and interpersonal skills.
- Accuracy and speed in executing assigned tasks.