



JOB DESCRIPTION: WINE SERVER / BARTENDER

The role of Server / Bartender at Obladee is to deliver exceptional customer service through excellent product knowledge, hospitality, stewardship, and skill. The role is largely a self-managing one, requiring maturity, professionalism and the ability to self-manage. The responsibilities/checkpoints are as follows:

PRODUCT KNOWLEDGE & INTEREST

Achieves Test Scores - 80% or above

Shows interest in new and existing products

Attends tastings, participates in discussions

Shows interest in job, subject matter in the general hospitality/food & beverage industry as a whole

Able to retain and communicate product detail

PROCESSES & PROCEDURES

Arrives on time

Arrives rested and in correct frame of mind

Follows checklists and instructions from owners

Has a neat and clean personal appearance; Abides by dress code

Self-manages (does not require "micro-management")

SERVICE

Shows good table-side manner - engages with customers, is professional, warm, and informed

Is Capable and Skilled - comfortable and proficient with the mechanics of serving tables

Is Careful - physically and mentally

Has a positive, helpful attitude

Keeps service and customer areas clean and attractive; takes care of the room + its components

Maintains good tip averages

REQUIRED BACKGROUND & EXPERIENCE

- Serving: the server **must** have previous serving experience.
- Wine Education: the server **must** have prior wine education.

Please submit Cover Letter and Resume to: Heather Rankin at info@obladee.ca