

Wine Tasting Ambassador/Associate – Flying Otter Tasting Room and Winery

Flying Otter Vineyard and Winery is seeking a long-term, part-time tasting room employee for our Adrian, MI location. Our tasting room operates seasonally, from May through the end of October, and we host or attend various special events throughout the year.

This position includes shifts from Thursday through Sunday, generally in the mid-to-late afternoon through the evening (we close at 9pm). Opportunities for full-time growth may be available for candidates who: are interested in traveling within and around Southeast Michigan, are charismatic wine enthusiasts with a knack for hospitality, and have skills in marketing and promotion.

Primary Focus: Provide on-site hospitality and sales of Flying Otter wines and ciders in our winery/tasting room. This role requires strong communication skills, comfort in engaging with customers, and the ability to recommend wines based on guests' tastes and preferences.

General Responsibilities:

- Welcome all guests, engage, and answer questions about wine, food, and facilities in a friendly, helpful manner.
- Provide guided wine tastings to enhance guest experiences.
- Prepare, describe, and pour wine according to established tasting procedures and legal guidelines.
- Actively educate guests about the winery, wines, winemaking techniques, food pairings, and events. Recommend and sell wines, wine tasting experiences, wine clubs, and non-wine.
- Maintain effective communication with tasting room co-workers, kitchen staff, and managers to ensure a pleasant guest experience.
- Assist customers with sales and event activities, offering general tourist information as needed.
- Open and close the tasting room (prep for the day and clean/shutdown down procedures).
- Maintain cleanliness of the tasting room and related facilities (e.g., clear tableware, wipe tables and chairs, sweep, wash/buff glassware, etc.).
- Complete necessary side work during non-busy hours and perform other assigned duties.
- Support and assist special events in the winery/tasting room, Otter Club, or off-site locations.
- Aid in restocking, inventory tracking, and merchandising efforts.
- Maintain a safe, sanitary, organized, and well-stocked work area.
- Consistently expand knowledge of food and wine.

Qualifications:

- Must be 21 or older, with a valid MI driver's license and insurance.
- 1 to 2 years of related experience preferred but not required for enthusiastic, quick learners.

- Proficient in English, able to communicate and engage with a diverse customer base.
- Professional appearance, cleanliness, and demeanor.
- Capable of handling routine POS transactions, including operating sales software, performing basic math, handling cash, and processing discounts.
- Able to multi-task and work calmly and effectively under pressure in a fast-paced environment.
- Flexible and adaptable, able to manage shifting priorities with enthusiasm and poise.
- Willing to work a flexible schedule, including most weekends and some holidays.
- Passionate about wine, with a strong desire to learn more about wine and winemaking.
- Ability to follow company policies and procedures.

Physical Requirements:

- Ability to stand and walk for extended periods.
- Must be able to lift to 40 pounds repeatedly.

Compensation:

\$11/hr. + tips

Interested applicants, please email your resume and cover letter to positions@flyingotter.com. We aim to hire staff by late March or early April to allow time for training and to help open the tasting room on May 1st.