

Service Staff

Trova Wine + Market is looking for friendly and approachable service industry professionals to provide wine & retail guest services within our new University Park location. Ideal candidates will have industry experience and acumen for impeccable guest service and have an affinity & passion for wine & fine foods.

Job Purpose:

Directly responsible for daily operations within a wine bar and retail environment, servicing guests with wine and food, both in-person and over the phone, and being an ambassador for our menu and experience. We will be servicing guests dining in-house, educating and assisting in wine selection, food pairings, and creating repeat business through high levels of friendly & approachable service and knowledge.

This position will report to the General Manager.

Essential Duties and Responsibilities:

- Servicing guests in-house by providing friendly guidance on seating, wine & beer selection, food pairings and all things entailed in a full-service wine bar.
- Using POS to ring in guest food, wine tabs & processing payments, for both in-house and retail guests alike.
- Perform opening and closing duties according to standard operating procedures.
- Ensure cleanliness of facilities and equipment by taking ownership over the space & following all pertinent checklists.
- Maintain hospitality and a cleanly groomed appearance by adhering to our dress code (apron & face coverings will be provided).
- Ensure food menu and wine knowledge are thorough and be able to quickly answer any guest inquiries related to food allergies/dietary restrictions.
- Perform simple culinary tasks (such as assembling cheese/charcuterie boards) for service in times when sous chef is not in-house.
- Follow proper sanitation practices to ensure that standards and regulations are always followed.
- Drive for continuous improvement within yourself and the staff as a whole; continuing education will be provided and is compulsory.
- Maintain adaptability & teachability within an ever-evolving concept, wine selection and menu. Staff will be expected and relied upon to provide educated insight to leadership in order to create a work environment that is efficient and fun for all staff and guests.
- Duties and responsibilities will include, but not be limited to, the aforementioned.

Trova's hours of operation are Monday – Thursday 11am-9:30pm, Friday-Saturday 11am-10pm. Some Sundays may be involved for pre-scheduled private events. Must be available to work nights, weekends and holidays.

Required Qualifications:

2+ Years' Experience in restaurants (fine dining experience/wine bar experience strongly recommended)

Base knowledge & experience in wine/beer service is a must (CMS Level I or WSET I or higher recommended)

Professional with strong communication skills & ability to provide impeccable guest service at all times

Detail-Oriented, and able to work well with, along with other staff members

Demonstrated time management skills & ability to work on your feet for an entire shift. You must be able to lift and carry items up to 50 lbs.

Familiarity with ubiquitous POS systems

Food Handler and TABC certified

Contact Us:

Email Resume to info@trovawine.com re: Service Staff

Job Type: Full-time, hourly

Salary: \$11.00/hour + tips