

St JOSEF'S

Willamette Valley, Oregon

since 1983

RESPONSIBILITIES & TASKS DURING SHIFT

*To ensure the highest levels of service provided to our guests,
please complete these tasks as often as necessary throughout the shift(s).
Thank you.*

Product & Inventory Management

- _____ Make sure all shelves are fully stocked with product
 - _____ Arrange perishable products (e.g. wine, beverages, snacks, etc.) in a 'First In, First Out (FIFO)' manner
 - _____ Dust, fold, and tidy merchandise
 - _____ Make sure all open bottles have a date written on the back of them with a Sharpie marker
 - _____ Create wine boxes if running low
 - _____ Fully stock envelopes, shippers, and other related material
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Guest Service Excellence & Computer Tasks

- _____ Stock any and all brochures on counters
 - _____ Replace any tabletop materials that may be worn, faded, or have spills/stains on them as needed
 - _____ Enter any new guest emails and **SAVE THE FILE**
(place a check mark in the corner of the sheet when entered)
 - _____ Put all new wine club forms in the 'Wine Club' binder for Tara to scan
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Cleanliness Tasks

- _____ Dust any wine glasses, glass wear, and other objects in guest view
- _____ Spot clean any glass windows with Windex
- _____ Sweep and/or squeegee the front deck
(items are located in the kitchen area; 'Wet Floor' sign must be placed in area(s) if wet for guests' safety)
- _____ Dead-head flowers as needed
- _____ Tidy the linen closet

Tidy the kitchen area

Check and clean bathrooms at least once an hour replenishing supplies as needed (e.g. soap, toilet paper, paper towels, etc.)

Notes/Takeaways / Observations

(Please write legibly)

