



Appendix A

WORK PROCESS SCHEDULE

TASTING ROOM ASSOCIATE

O*NET/SOC Code: 35-3011.00 RAPIDS Code: 0608

Under the supervision of winery management, the Tasting Room Associate is involved in the serving and marketing of alcoholic beverages and other merchandise offered by the winery. Proficiency in hospitality and sales are important factors in job performance. The Associate interacts with customers to explain the qualities of the wines and other merchandise, shares wine club benefits, and value of e-newsletters. Answers questions on various topics related to production of items available in the winery. Provides information and serves food and other consumables available in the tasting room. Also collects fees for tasting, as well as wines and other items available for purchase. Assists with on- and off premise events. Fills e-commerce wine sales for wine club and general wine shipments. Ensures that the shelves and display cases are stocked with products available at the winery.

Minimum Qualification

Candidates for the Tasting Room Worker Apprenticeship are expected to have successfully completed a high school diploma or GED, be at least 21 years of age, has a valid drivers license, be able to physically perform the tasks of this occupation, and be able to read/speak English.

Work Process

Due to the seasonal nature of this industry, developing an understanding of the processes involved in wine production will be achieved based on activities underway in the winery.

A. Knowledge of Winery, Wines and Other Beverages

500 hours

- Understands and can explain the history of the winery.
- Understands and can explain the qualities of the alcoholic and non-alcoholic beverages and other consumable products available at the winery.
- Understands the procedures used to produce the products available at the winery.
- Where applicable, understands the production of the grapes and other fermented fruits that are used in the production of beverages available at the winery.
- Understands that many of the customers are tourists and can provide information about the local region and events nearby.

B. Serving Customers

600 hours

- Understands and complies with the winery' policies on personal appearance and demeanor necessary for interacting with customers.
- Greets customers upon entering the tasting room and provides assistance to those who are reviewing the wines, and other merchandise available in the winery and gift shop.



- Develops the capability to provide customers with information related to the merchandise available at the winery, benefits of wine club, and value of e-newsletters.
- Develops proficiency in using sales techniques to increase wine sales, wine club signups and merchandise sales.
- Develops proficiency in proper use of tasting room tools, e.g., openers for still and sparkling wine bottles and wine pour spouts, as well as in the serving of wines for tasting.
- Where applicable, prepares and serves food and other consumables that are available in the tasting room area.
- Participates with the winery staff in planning and conducting on- and off-premise events including planning, event sales, setup, wine and food sales, and cleanup.
- In compliance with state laws, checks customers to assess their status with regard to consumption of alcoholic products.
- Understands and implements the winery's policy on denying service to customers to avoid violations of state laws.

C. Maintaining Tasting Room Facilities and Equipment

400 hours

- Ensures that display areas for wine and other merchandise are restocked as needed.
- Cleans glassware and other items used in the tasting room service area.
- Cleans tables, product shelves and displays.
- Uses proper safety techniques at all times in activities throughout the tasting room, as well as when moving wine or other items in or out of the facility including assisting customers in transporting wines to their vehicles.
- Understands and practices facility opening and closing procedures.
- Reports to winery management malfunctions or damage to equipment used in the tasting room area.

D. Financial Matters

300 hours

- Develops proficiency in operation of registers, computers, and credit card units used in the collection of fees from customers.
- Develops proficiency in the totaling up of receipts for the items sold during a shift.
- Understands and assists in setting and attaining daily, weekly and monthly sales goals.

E. Ordering and Shipping

200 hours

- Monitors the availability of beverages and other products available in the tasting room area.
- Reports to winery management the need to restock from on-site storage or to order products.
- Develop proficiency in shipping procedure for general wine shipments and wine club shipments.

Total OJL = 2000 hours



**RELATED INSTRUCTION OUTLINE
TASTING ROOM ASSOCIATE
O*NET-SOC CODE: 35-3011.00 RAPIDS CODE: 0608**

Related Technical Instruction

The RTI for the Tasting Room Associate can be provided through the Viticulture and Enology Science and Technology Alliance (VESTA) or another Eligible Training Provider that has viticulture and enology courses comparable to those listed below. VESTA is a partnership of higher education institutions located throughout the U.S. The RTI is designed to enable apprentices to work full-time while enrolled in online courses. Structured field experiences are included in one of the courses enabling students to apply the knowledge gained and begin to develop essential skills. In general, these experiences can be undertaken within the vineyard Associate Apprenticeship. Completers of VESTA program requirements can achieve a technical certificate or associate of applied science degree in viticulture, enology and wine business entrepreneurship. Specific information on all VESTA courses can be found at the following web sites.

<https://vesta.usa.org/Students/Course-Catalog> or
<https://wp.missouristate.edu/catalog/course-offerings>.

		Credits	Hours
VIN 146	Introduction to Enology	3	45
VIN 174	Wines of the World	3	45
VIN 266	Sensory Evaluation	3	45
VIN 272	Winery Tasting Room Management	2	30
		Total OJL = 150 hours	

In addition, the Tasting Room Associate is to complete the following RTI.

Compliance with Federal and State Laws and Regulations related to the Serving of Alcohol is essential for all staff that may be involved in providing alcohol to employees and clients. TIPS® (Training for Intervention ProcedureS) is the global leader in education and training for the responsible service, sale, and consumption of alcohol. Further training in state-specific requirements can be provided by the winery or third-party organizations. In some cases state agencies responsible for alcohol serving and sales may provide and require this training.