



Job Title: Cigar Sommelier (Cigar Dude)

Location: Civil Cigar Lounge

Reports to: General Manager / Assistant General Manager

Pay type: Hourly

Pay Rate:

Hours: As assigned on weekly schedule

Summary of Position: Provide civil, friendly, and professional service to all guests and team members. Ensure guests have First Class Experience during their dining, drinking, and smoking experience at Civil. Assist the guest with pairing their cigar purchase with their food and beverage choices.

Duties and responsibilities

- Be dressed in a clean, neat, appropriate uniform and clocked in and ready to work at your scheduled time
- Be part of a team. Work together and be attentive to each other's needs before and during the scheduled shift
- Prepare your workstation. Stock your workstation to required par levels
- Make sure your workstation is clean and detailed before starting and at completion of your shift
- Welcome and greet guests warmly and professionally. If you know the guests name, welcome them using their name. If you don't know the guests name respectfully introduce yourself and ask for the guest's name. Ask guests if there is any special occasion for coming to Civil (birthday, promotion...etc.)
- Work as a liaison between the retail cigar staff and the food & beverage staff regarding lounge guest's cigar purchases. Ensure that all of the cigars for a guest/Party/table are accounted for on the final check.
- Present and review the cigar menu at the guest tables and bar
- Assist guests with their cigar pairings
- Assist the General Manager and Retail Manager in training service staff
- Assist Locker Members with needs regarding cigar lockers and cigar purchases

- Assist the events coordinator with pairing cigars and food & beverage for private parties and dinners
- Answer questions about cocktails, spirits, wine, beer, food, and cigars
- Maintain clean workstations and service areas at all times
- Monitor and observe guest's experience throughout the duration of their visit to Civil. Ensure guest satisfaction with the Cigars/food/beverage and service. Respond promptly and courteously to any request
- Be ready to assist team members as situations arise. Maintain clean service areas at all times
- Assist Waiter's in taking orders when needed
- Assist Food Runners/Bussers when necessary
- Handle all cash and credit transactions to the highest ethical and legal standard