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## Seasonal Hospitality Support

### Domaine Serene Vineyards & Winery

### Dayton, Oregon

Please email your resume to [careers@domaineserene.com](mailto:careers@domaineserene.com) to apply.

**Mission:** The Hospitality Support provides an exceptional brand experience for consumers through the highest level of product knowledge, hospitality, and customer service. The Hospitality Support broadens our reach by nurturing both new and existing clients to further the Evenstad Estates brand. This person works as part of a highly skilled and flexible team of Sommeliers, Wine Specialists, Culinary, and Wine-Pick Up personnel that assists in generating sales and elevating guest experiences.

Please note, this position has different areas of responsibility, including tasting room, kitchen, guest services, and wine pick-up.

#### **Role and Responsibilities:**

- Obtains service area assignment at the beginning of each shift, which will focus on the Tasting Room, Member's Lounge, Culinary Department, Guest Services, or Wine Pick Up area.
- Maintains the cleanliness and organization of the tasting room/grounds and follow opening and closing procedures.
- Ensure all guests are warmly greeted and escorted to the appropriate location based on the guests' interests.
- Places a special emphasis on welcoming arriving guests in a genuine and hospitable manner.
- Interacts with all visitors in a hospitable and professional manner to ensure they feel

- comfortable and welcomed as our guests.
- Ensures that all service stations are appropriately stocked with the correct wines, clean glassware, and printed materials as designated.
  - Cleans tabletops and chairs promptly to ensure the room is ready for the next appointment or group between seated tastings.
  - Washes and polishes glassware, plates, and flatware.
  - Responds appropriately to guest requests and communications to Hospitality associates or managers immediately.
  - Maintains public restrooms by conducting an hourly sweep to ensure they are clean, stocked, and free of any hazards or spills.
  - Actively works to develop a thorough understanding of Domaine Serene wines, winemaking techniques, and winery history to educate guests on all aspects of the winery.
  - Handles routine purchasing transactions using the POS system and cash register when needed.
  - Works collaboratively in a team environment with a spirit of cooperation.
  - Maintains regular, reliable, and punctual attendance. Position may require flexibility in hours and days worked and include some weekends or evenings.
  - Fulfill daily sales orders by packing, staging, and giving wine orders to customers
  - Prioritize excellent customer service with every interaction, every time
  - Stage wine at pre-determined locations for daily service, events, pickups
  - Execute campaigns to close open orders and initiate pickups or ship orders to drive revenue recognition
  - Assist the Wine Pick-Up team with order fulfilment during peak event days
  - Ensure that all wine storage areas & wine pickup area organized and clean
  - Assist in back of house operations, including assembly of charcuterie and cheese boards, and food running

**Requirements and Qualifications:**

High school diploma or equivalent is required. Previous experience in the winery, restaurant or hospitality industry is a plus. Must have detail-oriented work habits and strong organization skills.

**Company Core Values:**

- Integrity
- Quality Focus
- Continuous Improvement
- Perseverance
- Hard Work
- Commercial Courage