

## **Job Description:**

Laurel Ridge is one of Oregon's oldest family-owned and operated wineries. We are looking for a friendly, welcoming, relationship-based seller to join our Hospitality Team as a Part-time associate. The primary function of this role is to create enriching experiences for our guests, deepen their connection with the winery through brand-building storytelling. This position plays an integral role in our overall goal of our Hospitality Program goal which is to create lifelong relationships with our customers.

The ideal candidate would have prior high-end retail, customer service or client-based sales experience as well as a passion for wine. While preexisting wine knowledge is not required an eager, inspired attitude towards learning about wine and sharing that with others is. Candidates must have a professional manner, excellent verbal and written communication skills, be a creative and strategic thinker, possess a desire to help people and provide outstanding hospitality all with the goal of building long-term relationships.

## **This position is ideal someone who has the following personality traits:**

Dependable -- more reliable than spontaneous

Goal-oriented-- is eager and motivated to achieve sales and membership goals

Continuous learner-- always engaged and wanting learn more and sharpen skills

Detail oriented-- naturally takes an organized and detailed approach to completing tasks and communicating with guests and team members

People-oriented -- enjoys interacting with people and working in a collaborative environment

Adaptable/flexible -- enjoys doing work that requires shifts in direction and timeline

## **Daily responsibilities:**

- Provide world class hospitality to visitors of the tasting room
- Set-up and host seated wine tastings for visitors to the estate with exacting attention to detail and appearance with the goal of fostering a relationship and selling wine
- Achieve sales metrics such as sales goals, average ticket sale and wine club conversion
- Be able to accurately describe wines and bring them to life through storytelling
- Accurately perform opening and closing procedures for the Tasting Room
- Continually monitor tasting areas to ensure safety, sanitation and tidiness and take action on areas that need improvement
- Assist in restocking wine and handling merchandise including organizing, tagging merch, stocking, etc
- Accurately pack outgoing orders and process wine club pick-ups
- Use our point of sale to facilitate wine and merchandise purchases and capture customer contact information
- Field inbound calls and tackle each appropriately by making reservations, answering questions and relaying messages on topics out of your purview to the correct person.

- Collaborate with other Team Members to identify and solve customer service issues in the tasting room
  - Perform daily housekeeping duties necessary such as washing/buffing stemware, sweeping, etc.
  - Supports the greater sales, hospitality and event arm of the winery at events, during wine club periods and marketing objectives as directed
  - Demonstrates consistent ownership over the tasting room, flow of the day, guest experience and brand objectives

**Job Requirements:**

Must either have or get your OLCC Alcohol Server's Permit

Must have or be willing to get a Food Handlers card

Must be able to lift 50lbs

Must be able to and stand on your feet for long periods of time and walk at least 10,000 steps per shift

Must be able to bend, stoop, squat, push, and crouch on a daily basis

Must be able to work on weekends, evenings and holidays although not everyone will work all weekend or every evening event.

**Hours:**

Regular part-time, 10-20 hours per week

**Compensation:**

Hourly base DOE, plus tips, plus spiffs, plus bonus

A person performing well in this position can expect to earn \$25+per hour

Potential for growth, we are a growing company and promote from within