



Tasting Room Manager – Phantom Creek Estates

As Phantom Creek Estates prepares to open its doors to the world, we are now seeking a **Tasting Room Manager** to join our dynamic team. This full-time, salaried position will be based in the winery on Black Sage Road in Olivier, British Columbia. The Tasting Room Manager will report to the Estate Director and is responsible for a seamless guest experience by coordinating all aspects of the winery tasting rooms, driving revenue, wine club memberships and enhancing the overall guest experience. The Tasting Room Manager is also responsible for executing on-site winery events as well as private event sales such as corporate events. This is a hands-on selling position where the candidate will be highly skilled at sales and customer service and balancing the delivery of an exceptional experience for all guests with effective sales techniques.

Key responsibilities:

Retail Management

- Responsible for merchandising the tasting room
- Manage the day-to-day financial accounting duties for the tasting room
- Responsible for opening and closing duties
- Ensure that the PCE wine club memberships sales goals are met
- Assist in setting the annual Tasting Room budget, projected sales, projected expenses and participate in the budget reviews

Staff Management

- Manage hiring, orientation, training, development, supervision and performance evaluations of all Tasting Room staff to deliver industry-leading hospitality and meet PCE's sales and marketing objectives
- Develop staff schedules and review and approve bi-weekly timesheets

Hospitality

- Provide on-the-floor hospitality, ensuring that all guests have an exceptional experience
- Supervise and perform hospitality functions, which can include greeting guests, providing tasting and wine education and mentoring staff to deliver the highest standards of customer service.

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- Coordinate trade, wine club, large group and other visits with other department leaders to provide high-quality service and accommodation

Special Events

- Assist the Estate Director on planning and executing on-site events
- Field inquiries from potential and booked clients; provide tours to prospective clients
- Negotiate pricing and create event quotes
- Create event itineraries and floor plans; coordinate with vendors
- Supervise event from start to finish

Inventory Management

- Manage the hospitality inventory on a daily and monthly basis in coordination with the accounting department
- Ensure the loss prevention standards are met

Qualifications:

- Completion of WSET Level 3, or equivalent
- Minimum of 3-5 years wine industry experience, with supervisory retail experience
- Experience with event management and private event sales
- Proven people management skills
- Intermediate computer skills
- Knowledge of provincial liquor licensing and legal compliance issues related to the operation of wine retail and tasting room
- Serving It Right certified

Phantom Creek Estates offers competitive benefits and compensation. Remuneration will be commensurate with the successful candidate's qualifications and experience.

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