

PHANTOM CREEK ESTATES

Job Title:	Brand Ambassador	Job Category:	Hourly
Department:	Hospitality	Location:	Oliver
Position Type:	Seasonal	Wage:	

Job Overview

Reporting to the Tasting Room Manager the Brand Ambassador will execute PCE’s private, high-end guest and VIP tours, experiences, and tastings.

Job Responsibilities

- Lead private, high-end/memorable guest experiences that translate into wine sales
- Provide exceptional hospitality that translates into wine sales; lead public tours and other guest experiences as assigned
- Describes our wines, winemaking techniques, and winery history
- Meet wine club sales targets
- Provide consistent brand messaging to guests
- Facilitate checkout experience for guests using the POS system
- Assist with set-up and cleaning VIP rooms, including glasses
- Coordinate guest experiences using reservation management software as well as managing reservation inquiries and questions
- Assist with special events such as private dinners or media tastings
- Embrace and demonstrate PCE’s Core Values of Care, Authenticity, Refinement, and Excellence
- Ensure POS cashouts are balanced, accurate and signed at the end of shift
- Setting up and cleaning up daily operations and special events, including washing and polishing all glassware
- Representing PCE at external winery events when needed
- Other tasks as assigned

Job Qualifications

- Completion of WSET Level 2 or higher, or equivalent.
- Minimum of 1-2 years wine industry experience (including restaurant; sommelier experience an asset
- Demonstrated experience and skill providing outstanding hospitality with attention to detail
- A proven communicator who excels at entertaining/educating groups of guests
- Available to work evenings, weekends and holidays
- Experience using VWinedirect or Commerce 7 is an asset
- Familiar with reservation software
- Demonstrated excellent verbal, interpersonal and customer service skills
- Proven ability to effectively communicate with diverse client groups of varying sizes
- Able to stand and/or walk for long periods and lift to 40 lbs