

CONCIERGE

Job Title:	Concierge	Job Category:	Hourly
Department:	Hospitality	Location:	Oliver
Position Type:	Seasonal	Wage:	
Job Overview			
Reporting to the Tasting Room Manager, the Concierge is the first point of contact for guests at the winery.			
Job Responsibilities			
<p>Guest Services & Hospitality</p> <ul style="list-style-type: none"> • Courteously greets visitors, providing an exceptional first impression, and a thorough explanation and recommendation of the PCE wine experiences • Facilitate reservations using reservation management software • Introduce PCE's hospitality experiences to walk-in guests • Facilitate checkout experience for guests using POS system • Greet visitors upon arrival at the winery and guide them to their experience in a timely matter • Provide first-class service and sales both in person and in response to inbound and outbound calls and e-mails • Create detailed and accurate reservations for guest visits in the reservation software • Responsible for tracking and logging visitor data, including the referral source • Liaise with other departments to ensure guest satisfaction and itinerary • Maintain and organize a waitlist while notifying guests when tables are available using the reservation system • Make every effort to understand precisely who the guest is and their true intentions for visiting by utilizing service forward conversation and winery software systems. • Arrange transportation for guests and other needs • Embrace and demonstrate PCE's Core Values of Care, Authenticity, Refinement, and Excellence <p>Other</p> <ul style="list-style-type: none"> • Ensure parking lot and entrance to hospitality building is always in pristine condition • Provide support to retail associates and Brand Ambassadors • Other tasks as assigned 			
Job Qualifications			
<ul style="list-style-type: none"> • Completion of WSET Level 1 or higher preferred • 1-2 years as a restaurant host or Concierge preferred • 1-2 years of wine industry experience an asset • Demonstrated knowledge and skill providing outstanding hospitality 			

- Experience using WineDirect, Commerce7, and/or reservation management software (e.g. Tock) an asset
- Proficient in MS Office
- Must be able to work weekends and holidays
- Must be able to lift 40 lbs