

PHANTOM CREEK ESTATES

Job Title:	Tasting Room Associate	Job Category:	Hourly
Department:	Hospitality	Location:	Oliver
Position Type:	Seasonal	Wage:	

Job Overview

Reporting to the Tasting Room Manager, Tasting Room Associates will provide exceptional hospitality at the tasting bar and other guest experiences as assigned.

Job Responsibilities

Hospitality

- Provide exceptional hospitality at the tasting bar and amphitheater that translates into wine sales. Other guest experiences as assigned
- Provide consistent brand messaging to guests
- Assist in Tasting Room opening and closing duties, including daily cash reconciliation and inventory
- Assisting guests with transporting purchases to their vehicle or arranging for shipment or delivery
- Helping with special winery events
- Serving guests wine and food in a seated environment
- Setting up and cleaning up daily operations and special events, including washing and polishing all glassware
- Stocking and displaying wine and retail merchandise in the tasting room
- Promoting the sale of wine and non-wine merchandise and winery
- Embrace and demonstrate PCE’s Core Values of Care, Authenticity, Refinement, and Excellence

Other

- Ensure the hospitality building is always in pristine condition
- Replenish inventory in the tasting room as needed
- Coordinate guest experiences using reservation management software
- Other tasks as assigned

Job Qualifications

- Serving it Right certification. CSW, WSET, or comparable certification a plus
- 1-2 years of wine industry experience an asset
- Demonstrated experience and skill providing outstanding hospitality
- Experience using WineDirect or Commerce 7 is an asset

- Proven ability to effectively communicate with diverse client groups of varying sizes
- Able to multi-task in a fast-paced team environment
- Hospitality experience, preferably with a wine industry focus
- Available to work evenings, weekends, and holidays
- Able to stand and/or walk for long periods and lift to 30 pounds
- Demonstrated excellent verbal, interpersonal, and customer service skills