



Brand Ambassador – Phantom Creek Estates

Phantom Creek represents the vision of the Bai family to build one of the leading wineries in Canada. It was a quest that led them to the Black Sage Bench and two of the Okanagan's historic vineyards: Phantom Creek and Becker Vineyards. Today, Phantom Creek focuses on single-vineyard Bordeaux reds, Alsatian whites and the Okanagan's benchmark varieties of Viognier and Syrah from storied vineyard sites. Led by the tireless efforts of our vineyard team, our estate vineyards are farmed naturally, organically and biodynamically. All overseen by Olivier Humbrecht, France's first Master of Wine.

Job Responsibilities

- Provide exceptional hospitality at the tasting bar and terrace lounge that translates into wine sales; lead public tours and other guest experiences as assigned
- Lead private, high-end/memorable guest experiences that translate into wine sales
- Leading the guided tours and full guest experience
- 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 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
- Other tasks as assigned

Job Qualifications

- Completion of WSET Level 2, or higher preferred, but willing to train good candidates.
- 1-2 years wine industry experience including restaurant; sommelier experience an asset
- Demonstrated experience and skill providing outstanding hospitality
- A High attention to detail
- Proven communicator who excels at entertaining/educating groups of guests
- Experience using Commerce7 or WineDirect
- Familiar with TOCK or any other reservation software

These are seasonal positions starting in May/June until October/November, 2022.

Phantom Creek does have a limited amount of staff accommodation available for seasonal staff.

To gain more information about us, please visit www.phantomcreekestates.com. To apply, please forward your up-to-date resume to careers@phantomcreekestates.com

PHANTOM CREEK
ESTATES