



Retail Assistant – Phantom Creek Estates

Reporting to the Tasting Room Manager, Retail Assistants will provide support to the rest of the hospitality team.

Job Responsibilities

Hospitality Support

- Clean and polish glassware
- Clean and set up guest experiences at the tasting bar, lounge, and private rooms
- Ensure the hospitality building is always in pristine condition
- Stock wine cupboards and retail area
- Replenish inventory in the tasting room as needed
- Replenish merchandise as needed
- Provide consistent brand messaging to guests
- Facilitate checkout experience for guests using POS system
- Helping with special winery events
- Assisting guests with transporting purchases either to their vehicle or via shipment for delivery
- Promoting the sale of wine and non-wine merchandise
- Pour wine and provide basic wine knowledge if needed
- Embrace and demonstrate PCE's Core Values of Care, Authenticity, Refinement, and Excellence
- Assist guests with F&B in the amphitheater

Other

- Help to prepare and package online orders and wine club shipments
- Other tasks as assigned

Job Qualifications

- Some hospitality experience preferred
- Demonstrates a helpful, positive, and cheerful attitude
- Experience with WineDirect, Commerce 7, and or other POS software an asset
- Able to multitask in a fast-paced team environment
- Available to work evenings, weekends, and holidays
- Able to stand and or walk for long periods
- Able to lift 40lbs