

## **Brand Ambassador – Phantom Creek Estates**

At Phantom Creek we have created an exclusive brand experience for our guests to enjoy exceptional wine and a meal with breathtaking views in the heart of Oliver, B.C. We pride ourselves in delivering best in class service through strong collaboration and communication with our team members, a winning attitude and passionate about leaving a legacy.

### **Who we are?**

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.

### **What we Offer:**

- 30-40 average weekly working hours during the peak season (May to October)
- A competitive starting hourly rate with the potential to earn up to \$40.00 - 45.00/hour with tips, commissions and wine club sign-up bonus.
- Employee discounts
- Access to our wine education program and employee wellbeing initiatives such as our – Employee Assistance Program

### **Job Responsibilities**

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

- 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, preferred and willing to train good candidates
- 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 Winedirect 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.

To gain more information about us, please visit [www.phantomcreekestates.com](http://www.phantomcreekestates.com). To apply, please forward your up-to-date resume to [careers@phantomcreekestates.com](mailto:careers@phantomcreekestates.com)