

## **Assistant Restaurant Manager – 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.

### **Job Responsibilities**

- Provide leadership to staff, through the ability & willingness to assist in all FOH positions
- Offer consistently professional and welcoming guest interactions. Go above and beyond to create memorable guest experience, assisting with any customer complaints should they arise
- Display thorough knowledge of menu, wine pairings, and beverage list, as well as vendors and local wineries
- Manage labour and reduce waste wherever possible
- Oversee door, and communicate with kitchen & expeditor, to ensure smooth flow of service
- Work with Restaurant General Manager and Lead Server to train new FOH employees
- Manage and re-stock inventory when necessary
- Assist staff with any opening, closing, and side duties when required
- Develop wine pairings to complement seasonal, hyper-local menu

### **Job Qualifications**

- 2-5 years previous restaurant supervisory and/or management experience an asset
- Knowledge of back-end of POS systems required
- WSET is an asset
- Must be Serving it Right certified or be willing to become certified
- Responsible and trustworthy
- Strong organizational and multi-tasking skills
- Attention to detail
- Perform well in a fast-paced environment
- Active listening and effective communication skills
- Must be available to work a range of shifts, including evenings and weekends

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)