

## **HOSPITALITY CENTER HOST**

Vina Robles Vineyards and Winery is looking for outgoing wine enthusiasts to share our story and wines. Providing memorable experience and outstanding service to all our guests is our team's single focus. Come join one of the Central Coasts leaders in wine, food, and hospitality.

### **GENERAL**

- Work location: 3700 Mill Road, Paso Robles, CA
- Part-time, non-exempt position
- Available to work Thursday-Monday
- Reports to the Tasting Room Manager

### **RESPONSIBILITIES**

- Greet all guests on arrival at the Hospitality Center
  - a. Respond to guest requests and questions, including room accommodations, transportation, restaurant reservations, etc.
- Answer Hospitality Center incoming calls, take and deliver messages, and retrieve messages from the general voicemail
- Maintain complete knowledge of and comply with all Vina Robles Hospitality Center policies, services, procedures, prices, menus, and standards
- Book all Vina Robles tasting experiences including trade, group, and private tastings and send confirmation letters when applicable
- Escort guests to a table or designated area
  - a. Inquire with guests how they heard about Vina Robles
- Explain tasting and food options to guests
- Provide water to guests if time permits
- Provide guests with accurate wait time estimates during busy periods
- Pre-shift assign reservations according to TR Managers' plan
  - a. Print reservation slips (aka "chits") and communicate any notes to server pre-service
- Update Tock system throughout the day
- Assist with opening, prepping tables before and during service
- Assisting with closing tasks and side work as needed
- Support servers as Busser and refill guest water during busy hours, if available
- Relay guest feedback to Tasting Room Manager or Winery Chef
- Adding contact types to new guests
- Monitor and maintain cleanliness of front of house, and stock all retail displays and front kiosk
- Reconciling Tasting Room Manager's credit card ledger
- Sending Daily Activity Report to all necessary contacts

- Submitting ordering needs for merchandise and office supplies to Assistant Tasting Room Manager
- Performing other duties as needed

### **GENERAL REQUIREMENTS**

- High school diploma/GED preferred
- Flexible schedule, particularly for weekend/evenings
- Proficient in Microsoft Excel, Outlook, and Word required
- Minimum 1 year customer service/ administrative experience
- Strong knowledge of Central Coast restaurants and attractions
- Must be 21 years of age
- Ability to lift 55 pounds
- Advanced time management experience, detail oriented, and customer service skills
- Friendly, open disposition

**Please send resume and cover letter to:**

Vina Robles Winery  
Attn. Human Resources  
1200 Priska Drive  
Paso Robles, CA 93446

**or e-mail to:** [jobs@vinarobles.com](mailto:jobs@vinarobles.com)

No phone calls.

---

### **ABOUT VINA ROBLES**

Growers and makers of expressive, approachable estate wines from Paso Robles, California, Vina Robles owns and farms six estate SIP® Certified Sustainable vineyards in five sub-districts in the region. First class hospitality service is offered by way of unique, memorable experiences with wine, food and music at their core. The vineyards & winery are owned and managed by two Swiss families who have been farming winegrapes in Paso Robles for more than 25 years.

Known primarily for their Cabernet Sauvignon and Petite Sirah, the Vina Robles lineup includes small lots of a wide range of varieties and creative blends. While adhering to traditional winemaking methods, veteran winemaker Kevin Willenborg implements modern technologies to make his estate wines with minimal intervention.

---

