

HOSPITALITY CENTER COORDINATOR

GENERAL

- Work location: 3700 Mill Road, Paso Robles, CA
- Full-time position, non-exempt
- Available to work Wednesday - Sunday
- The Hospitality Coordinator reports to the Director of Hospitality

JOB DESCRIPTION

1. HOSPITALITY COORDINATOR

- Answer Hospitality Center incoming calls, take and deliver messages, and retrieve messages from Hospitality Center general voicemail
- Maintain complete knowledge of and comply with all Vina Robles Hospitality Center policies, services, procedures, and standards
- Book all Vina Robles tasting experiences including group & private tastings and send confirmation letters when applicable
- Manage all hospitality calendars (Signature Room & Tasting Room)
- Greet all guests upon arrival and respond to all guests' requests which may include room accommodations, transportation, restaurant reservations, golf reservations
- Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day
- Resolve complaints about tour and tasting schedules, ensuring guest satisfaction, referring more complex problems or customer service issues to appropriate managers
- Maintain complete knowledge of all Hospitality Center features, services, prices, partnerships, special packages, events, and promotions as well as local events, attractions, neighboring wineries, holiday schedules, hotels, and restaurants
- Monitor and maintain cleanliness and organization of kiosk and display areas
- Prepare weekly and monthly reports for various departments
- Help maintain customer database in Vin65
- Other duties as required

2. ADMINISTRATIVE ASSISTANT

- Organize and orders office supplies and stationery
- Place weekly merchandise and food orders
- Administrative support to Director of Hospitality

GENERAL REQUIREMENTS

- Proficient in Microsoft Excel, Outlook and Word required
 - Minimum 1 year detail orientated/administrative position experience required
 - Strong knowledge of Central Coast restaurants and attractions
 - Must be 21 years of age
 - Ability to lift 55 pounds
 - Must be a team player who can consistently maintain a positive/professional attitude under pressure
 - Efficient and detail oriented with exceptional organizational and customer service skills
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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 wine grapes in Paso Robles for more than 20 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.
