

LEAD TASTING ROOM SERVER

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, exempt position
- Available to work weekends, holidays, and evenings for special events as required
- The Prep Cook reports the Winery Chef

RESPONSIBILITIES

1. SALES AND HOSPITALITY

- Assist guests with wine tasting, education, purchases, and vineyard tours.
- Building, maintaining, and expanding positive, lasting customer relations.
- Relaying information on the wines, the vineyards, and the Vina Robles Winery.
- Sell wine, wine clubs, accessories, and merchandise to guests/customers.
- Provide excellent customer service, in person, email, or over the telephone.
- Conduct sit down private wine and food experiences for both public, VIP, and trade groups.
- Responsible at all times for representing the company in a positive manner and protecting Vina Robles property.

2. LEAD SERVER

- Responsible for opening and closing the Hospitality Center, which includes counting register, balancing, sending out daily HC reports, and deposit preparation.
- Responsible for organizing HC staff work schedule, ensuring appropriate staffing is available at any given time.
- Ensure the opening and closing procedures are completed.
- Schedule/monitor employee breaks to comply with Employee Handbook and California Labor Laws.
- Ensure Hospitality Center is stocked with wine, supplies, glasses, bags, etc. and notify Assistant Tasting Room Manager of any order needs.
- Assign staff member as needed to assist in pulling and packing retail orders.
- Communicate any issues with staff, service, or customers to the Assistant Tasting Room Manager. Any disciplinary action of employees will be handled by the Assistant Tasting Room Manager and Tasting Room Manager.

- Assist in training all new employees on proper procedures in regards to customer service, operational procedures, food and wine experiences, and food and beverage service.
- Deliver an unparalleled guest experience and top-notch hospitality.
- Motivate and foster a team environment to meet and/or exceed monthly sales goals and wine club goals.
- Participate in the reconciliation of biweekly inventory.
- Set the example for Vina Robles standards of excellent customer service and employee conduct.
- Participate in onsite and offsite events as needed.
- Perform other assigned duties as directed.

3. FOOD SERVICE

- Assist in the overall operations of food service as directed.

REQUIREMENTS

- Proficient in Microsoft Word, Excel, and Outlook required.
- Ability to lift 55 pounds.
- Ability to multitask in a fast-paced environment.
- Must be available to work weekdays, weekends, events, and holidays.
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.

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

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.