

CONCIERGE

GENERAL

- Work location: 3700 Mill Road, Paso Robles, CA
- Full-time position- Thursday through Monday
- The Concierge reports to the Hospitality Center Manager

JOB DESCRIPTION

1. CONCIERGE

- 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 Hospitality Center Manager

3. 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 available to work Saturdays, Sundays and Mondays and occasional nights
- 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

ABOUT VINA ROBLES

We craft wines that represent a stylistic bridge between the Old and New worlds, capturing the finesse associated with European wines while celebrating the bold natural flavors of our estate vineyards in Paso Robles. Here, proprietor Hans Nef and managing partner Hans – R. Michel bring their Swiss heritage to California's Central Coast, where they aim to unite the best of both experiences.

We specialize in varieties that excel in the complex soils and nuanced microclimates of Paso Robles, and we also embrace unconventional blends as an opportunity to create wines of distinctive quality and character.

Our wines are available across the United States and overseas, and can be enjoyed at our hospitality center in the heart of the Paso Robles wine country.

European Inspiration – California Character
