

## HUNEEUS VINTNERS JOB DESCRIPTION

<b>Role Title:</b>	Estate Host	<b>Manager</b>	Visitor Center Manager
<b>Department</b>	DTC	<b>Location</b>	Quintessa, Rutherford
<b>Status</b>	Part-Time / Hourly	<b>Last Updates</b>	July 2017
<b>PURPOSE OF ROLE</b>			
<p>To provide an exceptional Quintessa guest experience, delivering our story, sharing the journey and taste of the wine. To support the business operations and goals.</p>			
<b>Competencies</b>			
<ul style="list-style-type: none"> <li>• Brilliant story tellers; choreograph a memorable, quality guest experience that supports desired brand message</li> <li>• Utilize strategic selling skills to encourage sales and wine club membership sign ups</li> <li>• Acquire and share wine knowledge effectively and accurately to guests</li> <li>• Create and maintain a customer-oriented environment focused on building customer relationships and loyalty</li> <li>• Act as an Estate ambassador on and off premise</li> <li>• Exceptional interpersonal skills with the ability to communicate with clarity and consistency, both verbally and in writing; comfort speaking to varying group sizes</li> <li>• Well versed and passionate about wine. Seeks to attain wine knowledge ranging from the wine industry, production and biodynamic and organic farming. Uses that knowledge to build rapport with customers and members</li> <li>• Ability to work in a fast paced environment, and at times, keep busy during slower periods</li> <li>• Prioritize, multi-task varying customer needs</li> <li>• Hospitality focused at events</li> <li>• Flexibility in working weekends and Holidays is required</li> <li>• Complete other assignments and special projects as assigned</li> </ul>			
<b>Traits</b>			
<ul style="list-style-type: none"> <li>• Uses both wine knowledge and service heart to effectively build rapport and relationships with customers and club members</li> <li>• Professional, self-motivated, organized and efficient with the ability to multi-task in a fast paced, small team environment</li> <li>• Passion, enthusiasm, focus, creativity and positive outlook</li> <li>• Excellent customer service skills fast learner of new systems, logical and adaptable</li> <li>• Goal oriented and sales driven</li> <li>• Excellent verbal and written communication skills including listening skills; confident communicator</li> <li>• Ability to effectively build relationships with co-workers</li> <li>• Excellent organizational skills and the ability to follow through on projects</li> <li>• Highly dependable; acute attention to detail</li> <li>• Excellent trouble shooter</li> <li>• Must be able to troubleshoot customer and employee problems and find scalable solutions</li> <li>• Professional appearance, demeanor, and enthusiasm</li> </ul>			

## Qualifications

- Two - five years of hospitality experience with a background in customer service, wine education, wine sales, hotel/ concierge work and/ or wine clubs/ loyalty programs.
- Shift scheduling: work weekends, events (including evenings), and some holidays
- Ability to lift heavy boxes (40-50 lbs.)
- Position includes extensive sitting, standing, walking
- Proficiency in Point of Sales (POS) systems and basic computer skills preferred
- Must be at least 21 years of age
- High School diploma or equivalent
- History of responsible use of alcohol and other appropriate conduct, as well as fitness to be licensed, permitted, and/or certified by state and/or local regulatory bodies

## Estate Educator Level Guidelines/ Qualifications

*\*Levels below are cumulative. To transition levels, you must encompass the prior level.*

### Level 1

- Minimum of 2 years' experience in hospitality and/ or wine industry
- Reliable team member, act as support, greeter and Estate Host, as needed
- Competency in membership signups and sales
- Consistent customer follow up
- Basic wine and winemaking knowledge
- POS systems experience
- Attend trainings
- ABC Certification

### Level 2

- 2-5 years' experience in hospitality and/ or wine industry
- Lead 'Estate and Quintessential' experiences
- Proven, consistent and increased membership signups and sales
- Large group experiences
- High level POS/ Admin knowledge, ability to train other team members
- DTC phone outreach and customer service; office work that includes reservations and telephone customer service - cross trained with Receptionist
- Extensive/ advanced knowledge and passion for Q; in food, wine and Napa Valley; in vineyard farming and biodynamics
- Food service training

### Level 3

- 5+ years' experience in hospitality and/ or wine industry
- Identified leader; tasting room lead - can act as MOD in the absence of Managers
- Host private special experiences, events, IQ series, VIP, Family
- High level trade/ wholesale market knowledge
- Project Coordinator
- Broader knowledge of fine wine industry
- Offsite pouring opportunities
- Concierge outreach and networking - attend networking groups/trainings
- WSET, CSW, CSM preferred
- Manager level food service training; Sommelier certification a plus