POSITION DESCRIPTION

TITLE: Guest Relations Associate
DEPARTMENT: Visitor Center
REPORTS TO: Guest Relations Manager
SUPERVISES: None
STATUS: Part Time/Seasonal/Non-Exempt
REVISION: March 2014

POSITION SUMMARY:

The Visitor Center Guest Relations Associate is responsible for providing a warm welcome to each visitor to Domaine Carneros, and for ensuring that our guests understand our wine service, our floor plan and any other information which will enhance their visit. The Associate will serve as a reservations agent for our Visitor Center and Chateau Society Wine Club, assisting guests on the telephone in making reservations for visits to Domaine Carneros. The Associate will also greet walk-in guests, enter their contact information into the Restaurant Connect booking system and assist in seating them.

In addition, the Visitor Center Guest Relations Associate may assist in maintaining a waiting list, greeting private groups and checking in guests for public tours and special events. The Visitor Center Guest Relations Associate may be required to answer customer inquiries about the Chateau and its history, our wines, our Chateau Society Wine Club, our retail products or Wine Country attractions.

COMPANY MISSION: At Domaine Carneros, we are committed to our mission of creating the world’s most memorable sparkling wine experience.

ESSENTIAL FUNCTIONS:

- Graciously greets visitors at the front entrance; provides a warm welcome and an explanation of our wine service and floor plan
- Captures walk-in customer contact information; enters information into Restaurant Connect database system
- Assists guests with reservations on the telephone; enters reservation information into Restaurant Connect system
- Assists in seating guests; Restaurant Connect table management software; updates information on table status in order to expedite service
- Provides information about the winery, takes reservations for public tours
- Assists guests with inquiries about area attractions, including other wineries, restaurants, hotels, etc.
- Assists with reservations at local restaurants, and for public or private transportation. If time allows, may call for reservations on behalf of guests.
- Serves as seating host for Wine Club as assigned;
• May serve as a cashier when required

QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each essential function from the list above satisfactorily.

The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL PHYSICAL REQUIREMENTS:
The physical requirements listed are representative of those that must be met by an employee to successfully perform the essential functions and key responsibilities of this position. Work conditions in certain areas of the vineyard, winery, and Visitor Center are cold, wet, slippery and/or noisy.

Frequent walking, including over uneven ground and climbing up and down stairs and ladders are required. Ability to stand & walk for extended periods of time on hard floors, occasionally climb stairs and ladders, frequently bend, lift, twist, kneel, crouch, crawl, pull, push, carry, grasp, reach and stoop as needed, sometimes for extended periods, and to occasionally lift and carry heavy items up to 40 pounds (may be aided).

REQUIRED COMPETENCIES:
• Warm, welcoming and gracious demeanor, even under stress and in a high-paced, high-traffic environment
• Excellent spoken and written English skills
• Intermediate computer skills; Proficient in the use of a PC in a networked environment to include in MS Office products: Word, Excel, and Outlook.

MINIMUM QUALIFICATIONS:
• Minimum 21 years of age.
• Experience in a fast-paced, high-end hospitality environment
• Clean and professional appearance
• Ability to work a schedule that includes weekends, some holidays and evenings as necessary.

PREFERRED QUALIFICATIONS:
• Experience as a restaurant or hotel seating host/hostess or concierge is a plus
• Intermediate computer skills; experience with CRM or other database system or restaurant reservations or table management system preferred
• Knowledge of the Napa and Sonoma Valley and local attractions
• Foreign language skills are a plus
• Experience in cash register operations

Job Description Acknowledgement:
This position description is subject to change and other functions may be assigned/reassigned at management’s discretion. I understand that this position description does not represent an employment contract.

I acknowledge that I have received a copy of this job description. It is my responsibility to:

☐ Read the job description
☐ Ask questions if I need additional information regarding items covered in this job description.

____________________________________
Signature

Print Name ___________________________ Date ___________________________

***This job description outlines in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of an employee. It is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities required of an employee. Employees may be asked to perform other duties as business requires. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under their supervision.***