



POSITION DESCRIPTION

Job Title: Group Reservation Coordinator
Department: Hospitality
Reports to: Visitor Center Manager
FLSA Status: Full Time/Tuesday - Saturday
Revision Date: February 2020

SUMMARY:

Responsible for the reservations and confirmations of all daytime group tours, group tastings and specialty offerings to insure a memorable guest experience. Assists with general winery seated tasting and public tour reservations. Exemplary customer service, a “can-do” attitude and the ability to respond to last minute requests is essential to success in this role. This is a fulltime position that requires an expert multi-tasker, problem-solving professional who is an enthusiastic go-getter.

ESSENTIAL FUNCTIONS:

- Field all inquiry phone calls and e-mails regarding group tours, group tastings and specialty offering and return calls and e-mails promptly. This includes offering proposals via e-mails and information via the telephone in a timely and efficient manner.
- Responsible to contract group tours, group tastings and specialty offerings using the Restaurant Connect reservation system and ensure the return and accuracy of those signed contracts.
- Assists individual guests with general tasting and tour reservations by answering the general winery reservation phone number and using the Restaurant Connect reservation system.
- Assists with checking the administrative and general voicemails, when needed, and responding to customer inquiries in a timely manner.
- Assist the wine club call center with responses to all wine club member/consumer inquiries and sales calls in accordance with service standards.
- Create, print and distribute daily in-house schedule of group tours, group tastings and events.
- Assist with the set up and break down of specialty and group experiences
- Input, using Restaurant Connect reservation system, distributor visit requests.
- Additional duties and responsibilities as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Exceptional in-person and phone customer service and complaint resolution skills.
- Refined verbal and written communication skills in order to effectively work with a variety of clients.
- Strong and consistent ability to prioritize activities and to handle multiple responsibilities within a specific time frame.
- Ability to create and maintain daytime group and event reports based on various data needs.

- Excellent attention to detail and organizational skills.
- Ability to stand and walk on hard floors for extended periods of time.
- Ability to move tables and chairs and lift up to and including 45 lbs.
- Ability to operate a dolly/handcart and move cases of wines.
- Ability to work a flexible schedule including evenings, weekends and holidays and occasional overtime based on business needs.
- Ability to maintain a graceful appearance and demeanor at all time and under all circumstances.
- Actively promote a positive atmosphere and culture of excellence through teamwork, job knowledge, work ethic and flexibility.
- Valid driver's license and able to be insured by our auto insurance carrier.
- Must be at least 21 years of age.

EDUCATION AND EXPERIENCE:

- 2-3 years experience/education in wine or hospitality service
- High level of proficiency with reservation systems (event and group booking software)
- High level of proficiency with phone systems.
- High level of proficiency with MS Office (Word, Excel and Outlook) and ability to quickly learn new systems.