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## POSITION DESCRIPTION

<b>TITLE:</b>	Guest Relations Host
<b>DEPARTMENT:</b>	Visitor Center
<b>REPORTS TO:</b>	Guest Relations Manager
<b>SUPERVISES:</b>	None
<b>STATUS:</b>	Part Time/ Non-Exempt
<b>REVISION:</b>	February 2019

### POSITION SUMMARY:

The Visitor Center Guest Relations Host is responsible for providing a kind 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 Host will serve as a reservations agent for our Visitor Center and Chateau Society Wine Club, assisting guests on the telephone or in person in making reservations. The Host will also greet walk-in guests, enter their contact information into the booking system and assist in seating them.

As this is a high volume, fast paced winery, the Visitor Center Guest Relations Host may assist in maintaining a waiting list for tasting. They will be in charge of warmly greeting private groups and checking in guests for public tours and special events. The Host 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.

### ESSENTIAL FUNCTIONS:

- Graciously greets visitors at the front entrance; provides a warm welcome and an explanation of our wine service and floor plan
- Assists guests with reservations on the telephone or in person; enters reservation information into the booking system
- Assists in seating guests with the table management software; updates information on table status when there is a wait time quoted in order to expedite service
- Provides information about the winery, tastings, events, and takes reservations for public tours
- Follows up with upcoming reservations to confirm bookings or manage duplicates
- Assist in maintaining the appearance of the concierge station, all tastings mats/menus, and the general upkeep of the tasting area as needed.

### QUALIFICATIONS:

- Experience in a fast-paced, high volume, high-end hospitality environment
- Warm, welcoming and gracious demeanor, calm under stress and good at thinking on their feet
- Experience as a restaurant or hotel seating host/hostess or concierge is a plus
- Excellent spoken and written English skills

- Minimum 18 years of age.
- Clean and professional appearance - Domaine Carneros is styled in classic French, traditional, understated elegance. Therefore, it is imperative that our staff's attire should reflect professionalism, classic styles and simplicity and adherence to our dress code is extremely important.
- Ability to work a schedule that includes weekends, and holidays as necessary.
- 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

**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, 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).