



<b>Title:</b>	Visitor Center Assistant Manager
<b>Reports to:</b>	Visitor Center Manager
<b>Directs:</b>	Visitor Center Staff (servers, cashiers, bartenders, stock persons, groundskeeper)
<b>Interacts With:</b>	Other Department Managers (Production, Wine Club, Retail, Tours and Special Events, Shipping/Receiving, Human Resources)
<b>Category:</b>	Full-time/Exempt

**Summary:**

The Visitor Center Assistant Manager is responsible for delivery of impeccable service to visitors and to our Chateau Society members. The scope of responsibility encompasses supervision of the tasting room staff, which includes servers, cashiers, bartenders and stock staff; collaboration with Events and Tours staff to coordinate staffing for reservations, group tastings and tours, pre-opening prep, post-closing inventory controls, and cash closings. This position serves as a floor manager in our tasting room and terraces and directly supervises our bartenders and cashiers. It is estimated that the Assistant Manager will spend approximately 5-7 hours daily on the visitor floor overseeing the guest experience, with additional duties split between administrative responsibilities and special projects.

The Visitor Center Assistant Manager provides active support in maintaining the daily operations of Domaine Carneros' Visitor Center. This includes, but is not limited to, maintenance of VC daily, weekly and monthly schedules, coding payroll, assistance with inventory and other statistical/accounting functions, creation of sales reports, and labor costing related functions.

**Responsibilities:**

Staffing

Serves as floor manager for the tasting room and terraces; directly manages the staff to ensure consistent, prompt, efficient and courteous service to all visitors. Checks for visitor satisfaction, expedites service or sales issues, resolves complaints.

Provides visible leadership on the visitor floor; routinely monitors for high levels of customer service through observation and interaction with visitors; models and reinforces the standards and behaviors expected from staff; upholds, reinforces and suggests improvements to service standards and procedures.

Participates in the interview and selection process for new staff.

Working in concert with the VC Management Team, ensures staff performance and behaviors are monitored to meet optimal levels; ensures consistency and timeliness of communications regarding substandard work, behavior or appearance. Under the direction of the VC Director, provides ongoing corrective performance coaching; properly records and address disciplinary issues, ensures earned rewards are properly recorded and delivered, provides recognition as necessary, celebrates successes.

#### Wine Club, Sales and Events

Inspires staff to high levels of wine club sign-ups and retail sales of wine and other merchandise; provides benchmarks based on prior experience to motivate staff to greater volume; provides mentoring for those with room for improvement.

Ensures that staff is informed as to wine club promotions, release dates and events.

Functions as liaison with Events and Tours staff to coordinate staffing for reservations, group tastings and tours.

#### Inventory

Maintains routine procedures for the daily monitoring and monthly reporting of inventory, ensures security of inventory.

#### Physical plant

Ensures daily pre-opening and ongoing inspection of all visitor areas to include parking lots, signage, front stairs, terrace, landscaping surrounding the building, foyer, bathrooms, elevator, club room, tasting bar and walkways to facilitate removal of trash, cleanliness of fixtures and glass, neatness of furnishings, etc.

Reports maintenance issues in a timely manner, follows up to ensure work is completed properly.

Ensures the kitchen, bar and staging room, and their appliances and fixtures are maintained to health and sanitation standards.

Ensures bathrooms are inspected, maintained and paper goods stocked throughout the day.

Works to enhance safety and beauty of facilities.

#### General

Actively seeks cost containment opportunities.

Proactively implements a system of continuous improvement in all operational areas.

Collaboratively works with other managers for a well-informed management team that is mutually supportive.

### **Essential Requirements**

Operate a keyboard, telephone, cash register, photocopier, printer and other usual office equipment. Ability to: walk up to 10 miles per day; stand for extended periods of time; move freely through all work areas; frequently reaching, grasping, bending, twisting and lifting items up to 40# such as cases of wine, tables, chairs, etc.; routine and reliable attendance is a requirement of this position.

### **Required Competencies**

- Excellent communication skills, both written and verbal
- Strong interpersonal skills, builds rapport and inspires trust
- Ability to communicate company culture to new employees, anticipating needs and presenting positive welcome
- Ability to handle high volume work load and prioritize effectively
- Ability to apply product knowledge effectively
- Ability to self-manage, to set goals and allocate resources to meet or exceed those goals
- Even temperament, even when under stress
- Ability to function well as part of a multi-functional team
- Demonstrated problem-solving ability
- Dependable
- Ability to think creatively, present ideas persuasively, ask for help when needed
- Present a professional image whenever representing employer

### **Minimum Qualifications**

- Minimum 3 years' experience working in a high-end hospitality environment with bottom-line accountability for profitability.
- Proven track record motivating a team of sales and service staff to extraordinary success.
- Intermediate level skill in working with POS systems and databases with demonstrated ability to extract accurate information and produce timely, accurate reports.
- Customer service training, whether formal or informal, sufficient to be able to resolve difficult situations with ease and to cross-sell or up-sell effectively; ability to train others to exceptionally high standards.
- Ability to effectively manage others to include: staff selection, training, and performance management; working knowledge of California wages and hours laws and pertinent safety practices.
- Intermediate math skills, sufficient to add, subtract, multiply and divide, to calculate percentages and demonstrate reasoning skills.
- Intermediate skills in the use of a PC in a networked environment to include in MS Office products: Word, Excel, Outlook, Access; internet browsers, etc.