

## Visitor Center Assistant Manager needed at Domaine Carneros!

You may have passed by our winery or sipped a bit of Sparkling from our Chateau that overlooks the Carneros region. Now imagine working here among a friendly, devoted and diverse staff and for a Company that values its employees, their wellness, their career development and promotes an inclusive and collaborative working environment.

The Domaine Carneros Visitor Center is open to the public seven days a week from 10am to 6pm and sustains a very high daily visitor count (from 100 – 200 guests on property at a given time).

We offer all table service with a limited food menu of cheese and caviar service. Our Visitor Center and Wine Club area encompasses multiple wine service areas including upper floors, lower floors, the main floor, a large outdoor area, and a secondary club house building.

This position is a key role to our Visitor Center as they are responsible for leading our front of house team and ensuring that the hospitality staff meet all expectations for providing exceptional customer service and a remarkable and memorable guest experience. The scope of responsibility for this role encompasses the reservations of all guests, check-in process, appearance and cleanliness of the visitor area, pre-opening prep, and closing procedures. In partnership with Human Resources and through direction of the Visitor Center Director, this position trains and coaches their direct reports to success and actively demonstrates dedication to the career development of their team.

Qualified candidates will have a minimum of 3 years' experience working in high profile hospitality settings with bottom-line accountability for profitability; A proven track record motivating a team of sales and service staff to extraordinary success; Excellent communication skills (both verbal and written) and experience that enable them to communicate exceptionally with both team and guest, especially when confronted with difficult escalated situations; And have experience accurately managing inventory systems and navigating POS systems with a competent understanding of productive and relevant data report generation.

We offer a competitive wage and benefits package, which includes an exceptionally gracious sales incentive/bonus plan. So if you want to work for a company that truly appreciates its employees and lead an amazing group that is devoted, focused and team orientated, then apply now!

