

## Lead Guest Relations Associate needed at Domaine Carneros!

Looking for a change of scenery? Then look no further, because our Chateau has some of the best views of the Carneros valley! PLUS we have an amazing team, career development opportunities galore, a very oh-so-generous incentive/bonus plan, and an employee-appreciative culture. And since we have openings, we are looking for new team members to join our hardworking and incredible staff!

We currently have openings on our Guest Relations team for a Lead Guest Relations Associate. Guest Relations is our first line of defense. They are responsible for providing a kind welcome to each visitor, and for ensuring that our guest understand our wine service, floor plan, and any other information which will enhance the guest's experience. The Lead's role will assist in managing the floor plan, server stations, and monitor our capacity to ensure maximum visitation within county guidelines and best guest experience. The role is key in training team members, stepping in to assist during escalating customer situations, and working directly with the management team to ensure that the Guest Relations team has the tools and support needed to provide exceptional service.

A minimum of 1 year experience in customer service or sales environment working directly with the public and prior lead experience is required. Prior experience as a host/concierge and experience using guest management/table seating software is preferred. Must be over the age of twenty-one, have excellent communication skills, and have experience in keeping a warm, welcoming and gracious demeanor among a fast paced, high volume, hospitality environment. Knowledge of Napa and Sonoma Valley local attractions and wine is a plus.

Is this the role for you? Then do not hesitate, apply NOW!

