



Title: Lytton Springs Vineyard Terrace Host/Hostess Position

Reports to: Senior Manager, Retail Sales & Hospitality – Lytton Springs

Category: Part-Time/Non-Exempt

POSITION SUMMARY: This position is responsible for positive customer interactions, specifically greeting and welcoming guests as they arrive, and assisting guests with tasting options and questions while managing the flow of traffic for seating on the vineyard terrace. This position is important as it represents the guest's first impression of our business and sets the tone for the entire guest experience.

KEY RESPONSIBILITIES:

- Greet guests in a gracious and professional manner
- Be familiar with and able to describe wine tasting options to guests
- Manage guest flow on the vineyard terrace for both scheduled visitation and walk-in appointments

QUALIFICATIONS:

- High School diploma or further
- Service-related experience helpful and knowledge of wines and wine production
- Commitment to excellence and high standards
- Proficient on the computer (POS systems, Microsoft Office)
- Strong organizational skills
- Excellent hospitality and customer service

PHYSICAL REQUIREMENTS:

- Must be at least 21 years of age
- Must be able to stand and walk for long periods of time
- Must be able to lift up to 40 lbs.

SCHEDULE REQUIREMENTS:

- Hours: 11-5 Friday-Sunday 11-4 Mondays
- Must be able to work weekends
- Available to work events and occasional holidays

HOURLY RATE: \$16