



Job Description

Employee: Retail Sales & Hospitality Support
Reports to: Senior Manager, Retail Sales & Hospitality
Category: Part-Time / Hourly
Hourly Rate: **\$17 + Tips**

OBJECTIVE: This role is a key support position for all Retail & Hospitality Operations. The right candidate will have excellent collaborative skills, display exemplary self-motivation, possess a strong work ethic, as well as be articulate, self-motivated, customer service oriented, and must be able to work weekends and holidays. Your primary objective is to assist and support our wine educators / hosts in providing an exceptional guest-service experience to consumers, wine club members, and members of the trade visiting Ridge Vineyards.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Daily Operations
 - Provide adequate set up and breakdown of Tasting Room, Private and Outdoor Tasting Areas, and Picnic Areas.
 - Dishwashing to support ongoing guest experience activities throughout the day.
 - Stocking of wines, non-wine merchandise and various marketing materials.
 - Breaking down and recycling of all necessary elements including cardboard & glass.
 - Packaging wine for guests, at the direction of sales staff, including transporting wines to guests' automobiles.
 - Answering phones when necessary, re-directing incoming calls to the appropriate parties.
 - Continuously monitoring and maintaining the condition and appearance of the tasting rooms, picnic areas, knoll, and surrounding grounds.
 - Assisting with cleaning and sanitizing Tasting Room counters, outside tables and chairs, etc., following COVID-10 cleaning protocols as needed or directed.
 - Providing end-of-day tasting room breakdown including washing all dishes, putting away all marketing materials, cleaning and sanitizing of tasting bars, kitchen, offices, and surrounding retail areas.
 - Performs other related duties as assigned.

QUALIFICATION / REQUIREMENTS:

- Undergraduate college degree preferred, but not required.
- Prior experience in a wine service environment preferred, but not required.
- Prior experience in the luxury hospitality industry with emphasis on outstanding guest service preferred, but not required.
- Excellent organizational skills and attention to detail.
- Ability to work evenings and weekends as needed.
- Ability to regularly lift 40 lbs. required

- Ability to accept and maintain all discipline and behavior standards unique to the alcoholic beverage industry.