

## **Estate House Concierge Job Posting**

### **Role:**

The HFW Estate House Concierge is a core part of the Hospitality team, not only being the first point of contact for guests on the phone and over email but assisting in greeting the guests as they arrive. The concierge also acts as a support to the Estate Ambassadors ensuring a smooth flow of guests throughout the day, and assisting with various tasks to make this happen.

### **Primary Duties:**

- Answering the Phone:
  - Directing guests and vendors into the property
  - Fielding all reservation requests & confirming reservations made
  - Transferring calls to the appropriate staff members or taking messages.
- Fielding reservation requests from our website
- Upkeep of all collateral including daily menus
- Data entry for wine orders and daily reporting
- Service coordination & table maintenance
- Welcoming & Serving Bottle Purchase Members

### **Additional Duties as needed may be:**

- Bussing tables
- Polishing glassware
- Laundry and other side work in down times
- Assisting Director of Hospitality with tasks as requested

### **Estate Concierge Qualifications**

Goal driven, team player, positive attitude, problem solver.

Excellent oral and written communications skills.

Ability to multi-task in a fast-paced environment.

Strong organizational skills, attention to detail, ability to prioritize and produce desired sales results, and stay on top of deliverables.

Sales experience and wine knowledge a plus but can be trained.

Ability to effectively communicate marketing information, policies, and procedures.

Ability to lift 50 pounds.

Bachelor's degree preferred.

The Estate Concierge position at Hamel Family Wines is an excellent opportunity for the right candidate who is a results-driven, team player, has a positive attitude, and is a creative problem solver. In addition to the compensation package, HFW seeks to foster a positive workplace environment and provides all staff with a generous benefit program that includes three weeks paid vacation (one week is fixed), health, vision and dental insurance, a 401K plan with company match, two cases of wine per year, and lunch and snacks provided daily.