



Part-time Hospitality Associate Job Description:

In late 2018, the family-owned Robert Young Estate Winery opened a new luxury hospitality location, The Scion House, on their vineyard estate in Alexander Valley (10 minutes from Healdsburg). The response to the new setting, experiences and the wines has been very encouraging, and we are now seeking to expand our team as well as our capacity for tastings. This candidate will have an opportunity to join a high-functioning group of talented employees, who are dedicated to providing gracious hospitality in a truly beautiful setting. The rich, 6 generational family history and exceptional Estate wines combine to make this a very unique opportunity for the right individual who excels in customer service, enjoys a synergistic team and loves great wines! The ideal candidate would be eager to learn and grow, experienced in wine knowledge and dedicated to overall excellence. Please

note that weekends and schedule flexibility are a must; we are looking to fill this position by May 15th.

Main Focus:

- Ability to provide memorable experiences to our guests; approachable wine/vineyard education, family history and gracious hospitality
- Comfortability in selling and closing sales; we offer a strong commission structure!
- Understanding of what is needed to provide exceptional, luxury customer service
- Engage the customer and evaluate their needs and expectations; each guest is different
- Promote teamwork and a fun working environment!

Knowledge and Skills:

- Experience in hospitality and customer service
- A demonstrated ability to sell and close in a timely manner
- Basic understanding of wines and viticulture
- Strong communication and interpersonal skills. A positive, optimistic outlook.
- Organizational skills, ability to multi-task, strong attention to detail
- Strong work ethic and personal accountability
- Ability to use POS systems (preferably WineDirect) as well Tock (easy to learn)

Basic Requirements:

- Over 21 years old
- Ability to perform Tasting Room support functions when needed (glassware, restocking, etc.)
- Available to work weekends, holidays and be flexible with your schedule
- Professional appearance and demeanor
- Commitment to excellence and high standards
- Follow daily operating procedures, open/closing protocol and safety
- Able to stand and/or walk for long periods of time
- Able to lift up to 50 pounds repeatedly

Thank you and good luck!

RYEW Management