

## **JOB DESCRIPTION**

Grand Cru Custom Crush is a state-of-the-art winemaking facility with elegant and inviting hospitality salons shared between our client list of 20 independently -owned, boutique wineries. We are looking for someone who shares our passion for small production, hand-crafted wines and the highest level of sophisticated customer service. Applicants should have excellent customer service aptitude which includes friendly service, attention to detail, ability to work clean and efficiently, a quick, energetic demeanor, willingness to work as a true "team", and a strong base knowledge of wine.

## **DUTIES INCLUDE:**

- Welcome all guests and provide exceptional customer service to guests and winery clients
- Educate guests regarding wines, our history and our winery clients, while creating a one-of-a-kind, memorable experience
- Hosting of our Vintners' Selection Tasting, a multi-brand tasting experience, as well as individual brand-specific tastings for winery clients
- Putting together Vintners' Selection tasting collateral using a template in Canva design software
- Assisting guests with bottle selection and purchasing from our Bottle Shop.
- Providing tasting suite setup and cleanup for tasting as well as general cleanliness of FOH
- Answer phones and assisting with callers' needs
- Editing clients' reservation availability in our reservation system, and assisting guests with making and adjusting reservations.
- Utilizing the Square POS system to manage tasting sales as well as programming new items, when necessary and utilizing various clients' POS systems to manage their sales during brand-specific tastings
- Engage guests in a professional and memorable manner which generates enthusiasm
- Weekly Inventory management, reporting, and ordering of needed items
- Executing regular Covid-19 safety sanitation procedures

**Prior hospitality experience is preferred, but not required. Working weekends and holidays is required. Must be 21 years or older.**

## **SKILLS / EXPERIENCE REQUIREMENTS:**

- Must be great with people and engaging the public.
- Must be very reliable, dependable, organized and have the ability to work independently with minimal supervision.
- Must be comfortable working outside in all kinds of weather and comfortable being on your feet for 8 hours a day.
- Must be able to lift up to 45lbs.
- Must be willing and able to adhere to and assist with Covid-19 sanitation guidelines
- Must have reliable transportation.
- Must be 21 years or older.
- Proficiency in Microsoft Word and Excel. Familiarity with Tock, Square, and Canva a plus

We are an equal opportunity employer and considers all qualified applicants equally without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability status.

Job Types: Full-time, Part-time

Pay: \$20.00 - \$24.00 per hour

COVID-19 considerations:

To keep our hospitality staff safe, we have implemented various procedures and protocols derived from CAL OSHA's guidance for restaurants.