

## Assistant Hospitality Manager

January 2023/ *Thursday through Monday*

Lambert Bridge is a special place in Sonoma County. Located off winding West Dry Creek Road in the Dry Creek Valley, our soaring redwood barrel room and incredible picnic area are set against the backdrop of a forest of redwood trees. The winery has come to define luxury and elegance through a “less is more” philosophy. Our desire for the winery’s guest experiences are rooted, first and foremost, in relationships. The core pillars of the brand: Expression, Distinction, Connection and Community align with every value we communicate to employees, members and guests. In the end, the goal is to cultivate a community which seeks connection and self-expression through distinctive, engaging and enriching luxury wine experiences.

### **Position Overview:**

The Assistant Hospitality Manager at Lambert Bridge will thrive off building and maintaining strong relationships. The ideal candidate must be extremely organized, love people, and eager to go above and beyond for our members and guests providing a timeless and memorable experience. We are seeking an enthusiastic and energetic team player who has a natural sense for providing world-class hospitality. As the first person to welcome our guests on property, he/she will be our face to the front of house there to greet each guest with a warm welcome and smile. The Assistant Hospitality Manager will work closely with our Hospitality Manager to help manage the flow of the hospitality calendar making sure each tasting experience is set up correctly and efficiently. In addition, this person will be extremely detail oriented ensuring each experience is tailored to each guests’ specific need.

The primary responsibilities include (but are not limited to) the following:

### **PRIMARY RESPONSIBILITIES:**

- Greet + welcome all guests on property and show them to their experience with a gracious and warm attitude.
- Coordinate the hospitality details of our members + guest experiences including personalized menus, takeaway items, and proper set up and break down of tastings.
- Coordinate the calendar flow with the Hospitality Manager and communicate with the hospitality team to ensure smooth transitions between tastings.
- Assist the Hospitality Manager on their days off or when they are offsite as the “floor manager” assisting with proper staffing, flow of experiences, and daily duties as needed.
- Process customer sales as needed (Strong Knowledge of AMS is a plus).
- Provide administrative support with the Concierge for the hospitality team including maintaining all collateral in the tasting room as needed.
- Assist with hospitality events.
- Host seated, by-appointment tastings for members + guests.

### **QUALIFICATIONS:**

- Provide impeccable customer service to our guests and members with an innate ability to connect and build relationships and trust to maintain high customer service standards.
- Ability to speak comfortably to people with poise and confidence in a fast-paced environment
- Must be nimble with great intuition and the ability to make mindful decisions on a dime to exceed member + guest expectations.
- Communicate actively with other departments to maintain a positive and productive working environment
- Relevant wine industry, fine dining and luxury hotel experience is a plus
- High level of organizational skills and attention to detail.
- Must have a true passion for luxury experiences
- Strong computer skills including experience with Microsoft Office and Winery POS systems (Knowledge of AMS is very important in this role a).
- Exceptional interpersonal communication skills.
- Strong ability to anticipate and prioritize conflicting needs and apply sense of urgency while maintaining a calm and collected attitude.
- Must be self-motivated with an entrepreneurial spirit
- Warm, friendly and gracious personality
- Ability to work well in a small, integrated team environment
- Strong ability to follow up and follow through in a timely fashion
- Proactive and resourceful
- Candidates must be 21 years or older, able to lift and carry up to 50lbs. on a regular basis and be able to stand for extended periods of time. This position will include weekend shifts, and occasional evenings and events.

Compensation:

Competitive hourly wage + 401K, comprehensive employer paid benefits, incentives, generous vacation and paid holidays along with other employee perks await the ideal candidate. Resumes may be sent to [nicole@lambertbridge.com](mailto:nicole@lambertbridge.com).