



Job Title Tasting Room Manager
Location Gold Hill Winery
Contact Navi Gill | navi@goldhillwinery

Tasting Room Manager

Gold Hill is looking for a Tasting Room Manager with a passion for customer service to lead our Tasting Room staff in creating and executing wonderful guest experiences. You will lead by example, demonstrating a great attitude, easily adapting to sudden changes, and solving problems on the go. The successful candidate will have great customer service and leadership skills and will be able to demonstrate flexibility within their role to help support the execution of our Wine Club.

JOB DUTIES:

- Lead the Tasting Room staff to deliver exemplary customer service and share our story along with the philosophy on our wines and vineyard
- Provide ongoing wine education to both staff and customers on Okanagan wines to promote Gold Hill Wines and help achieve sales targets in the Tasting Room
- Ensure staff training in all policy and procedures
- Create staff schedules on a timely basis to ensure adequate staffing levels
- Provide coaching, training, and ongoing feedback for the Tasting room staff
- Promote the benefits of wine club with both customers and the staff to meet monthly and yearly sales targets
- Monitor and control wine inventory and merchandise to ensure the correct inventory and supplies are in place
- Manage instore wine shipments
- Maintain accurate product and pricing information in the POS system
- Key point of contact for Tour companies
- Co-ordinating bar tastings, wine and cheese tastings, and other VIP Food and Wine experiences
- Reviewing and reconciling day-end cash outs
- Responsible for monitoring wine sales, calculating wine club bonuses and other reporting functions that may be required
- Support the Wine Club co-ordinator in the execution of regular wine club shipments

GOLD HILL WINERY
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GOLD HILL

GENERAL KNOWLEDGE, SKILLS AND ABILITY:

- Business or Hospitality/Tourism training and experience
- Minimum post secondary diploma or equivalent
- Solid understanding of Okanagan wines
- 3+ years leading a team
- Strong management and organization skills
- Wine education an asset
- Strong communication skills
- Strong leadership skills, with the ability to motivate and mentor others to achieve business goals.
- A passion for customer service
- Requires ability to give attention to detail and to handle multiple tasks simultaneously and efficiently
- Polite, caring & enthusiastic demeanor
- Must be available to work weekends
- Serving it Right qualification

Successful candidates will receive competitive pay and bonus incentives. Employees will also receive allowances and perks within the company.

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