



## DOMAINE SERENE

### Domaine Serene Hospitality Lead

<b>TITLE: Hospitality Lead</b>	<b>DEPARTMENT: Hospitality</b>
<b>STATUS: Non-Exempt/ Full time</b> <b>Hourly wage plus gratuity</b> <b>Number of Hours per week: 40 (may be required to work more than 40 hours per week)</b>	<b>DIRECT REPORTS: N/A</b> <b>REPORTS TO: Hospitality Manager(s)</b>

*Founded in 1989 by Ken and Grace Evenstad, Domaine Serene has quickly become Oregon's iconic producer of world-class Pinot Noir and Chardonnay, including Oregon's highest ever rated wine. Located in the heart of the Dundee Hills in the Northern Willamette Valley, Domaine Serene's picturesque winery houses one of the world's most advanced winemaking facilities. With a team of talented winemakers and viticulturists, Domaine Serene utilizes fruit from our six distinct vineyard estates to continually elevate the profile of Oregon wines on the world stage.*

**Hospitality Lead Objective:** Proactively facilitates all aspects of Clubhouse operations at Domaine Serene, working to develop a team that passionately promotes the winery as a premier luxury brand, and creates a truly unique and memorable bespoke experience that our guests want to share with others. Establishes and effectively maintains high standards of performance in all areas, including but not limited to: guest service and experiences, team-building, visual presentation of the Clubhouse consistent with the brand image, and ensuring on-going training and development of hospitality staff. As a liaison between the management and associate teams, the Lead ensures understanding and execution of Domaine Serene's vision for hospitality.

**Core Position Expectations:** (The core position expectations are intended only as illustrations of the various types of work that may be performed. Duties and responsibilities are also subject to change by the employer as the needs of the employer and requirements of the job change.)

- Greet all customers and pour wines for tastings.
- Actively promote the sale of Domaine Serene, Maison Evenstad and Château de la Créé wines, wine club and merchandise.
- Maintain an in-depth understanding of Domaine Serene, Maison Evenstad and Château de la Créé wines, winemaking techniques, and winery history to educate guests on all aspects of the winery.
- Mentor and train Hospitality staff to accurately describe Domaine Serene, Maison Evenstad and Château de la Créé wines, winemaking techniques, appellations, unique aspects of wine, and winery history.
- Initiate ongoing self-development in the areas of the Domaine Serene, Maison Evenstad and Château de la Créé brands, the corresponding wines, general hospitality and acquiring effective sales techniques and acumen.
- Participate in company-sponsored wine education and developmental opportunities.
- Follow Domaine Serene tasting room procedures including opening wine, washing and stocking glasses, bussing tables and stocking wine.

- Maintain the cleanliness and organization of the tasting room and follow opening and closing procedures.
- Accurately handle all purchasing transactions using the POS system and cash register.
- Assist with Hospitality special events, tastings and dinners.
- Conduct tours, private tastings and high-level tasting experiences for VIP clients.
- Other duties and responsibilities as assigned.

**Essential Job Functions, Knowledge, Skills and Abilities:**

- Communicate effectively with Sales, Production and Staff using open, professional dialogue and solution focused communication.
- Communicate management decisions positively and with support.
- Actively seeks information on company-wide business.
- Possess exceptional knowledge of Domaine Serene wines and winemaking processes that differentiate our winery from others.
- The ability to effectively and appropriately communicate with a diverse client group.
- Possess a professional appearance and demeanor.
- Regular, reliable and punctual attendance.
- Excellent customer relations, verbal and interpersonal skills required.
- The ability to be customer focused and maintain enthusiasm while projecting a positive company image.
- Physical activities required include excessive standing, walking and will regularly lift and carry up to 45 pounds.
- Job requires the ability and willingness to work a flexible schedule including evenings, weekends and during Open House weekends such as Memorial Day and Thanksgiving.

**Experience and Other Requirements:**

- Previous experience in sales and/ or management in service focused organizations a plus.
- Experience in the wine industry required.

**Education**

- High school diploma or equivalent, required.
- Bachelor's degree preferred.
- Special consideration given to those with wine education through a certified guild or school.

**Professional Requirements (licenses, programs, or certificates):** OLCC Service Permit

**Compensation Profile:**

The compensation package is competitive. An hourly wage plus a share of daily gratuities.

**Process:**

Interested applicants should send a resume and cover letter to [careers@domaineserene.com](mailto:careers@domaineserene.com).