



General Manager

Domaine Serene Wine Lounge Lake Oswego

Lake Oswego, OR

Pursue Your Passion for Wine with Domaine Serene!

Domaine Serene seeks an experienced, driven General Manager to build relationships and inspire customers on their wine journeys. We are looking to hire the best of the best—a hardworking and dependable team player, eager to learn and excel. The General Manager is a full-time, benefited position with highly competitive pay, eligible for our generous incentives and bonuses with opportunity for career advancement. We offer a deep education in leadership and Oregon and Burgundian wines, and a rewarding career growth path for top performers.

Mission: The General Manager provides an exceptional brand experience for consumers through the highest level of product knowledge, hospitality, and customer service. The General Manager broadens our reach by nurturing both new and existing clients to further the Evenstad Estates brand. This person works as part of a highly skilled and flexible elite team and is driven to inspire and educate our staff and customers while proactively managing all aspects of Lounge operations at Domaine Serene, working to develop a team that passionately promotes the winery as a premier luxury brand, and creating memorable guest experiences.

Keys to Success:

- Take ownership for the timely and accurate completion of all tasks assigned.
- Be self-guided and self-motivated.
- Forge and maintain good relationships across all departments.
- Consistently communicate with director as well as direct reports.
- Embrace ambiguity and utilize resourcefulness to make progress.
- Focus on Continuous Improvement, especially as it relates to guest experience.
- Seek opportunities to address issues before they become problems.
- Maintain a positive attitude.
- Learn.
- Have fun!

Roles and Responsibilities:

Leadership

- Supervises Chef de Cuisine and ensures food costs are in line with goals.
- Supervises professional development of all staff focusing on consistent wine training for all team members including Culinary team.
- Supervises Lounge staff and oversees all personnel decisions in the department under the consultation of Director.
- Provides clear, ongoing communication to the Wine Lounge team through consistent and timely direction, establishing specific and clearly communicated performance goals and delivering meaningful coaching discussions.
- Elevates wine culture and knowledge among Lounge and winery Hospitality team.
- Mentors and leads Ambassador, Sommelier, Wine Specialist, Hospitality Support, Culinary and Guest Services teams on ongoing priorities, monthly sales and club goals, systems, allocations, cost of sales and processes.
- Manages schedules for all Lounge employees and approves hours worked and tip allocations for bi-weekly payroll processing in timely manner. Reduces seasonal staffing as appropriate on slower days.
- Stays connected with local businesses and community organizations to become and continue to grow as a partner in the community.
- Actively seeks information to better understand company-wide business.

Operations

- Manages all aspects of Wine Lounge FOH and BOH operations, including sales plans and initiatives; customer service; inventory management and accuracy; cash reconciliation; profitability; operating expenses; staff hiring, scheduling, training, coaching and development.
- Oversees cash, inventory management and COS for all Lounge departments.
- Able to understand and translate financials and works with Director on budgets and presentations.
- Generates and distributes all end-of-night reports.
- Possesses a commanding knowledge of POS and reservation systems, including ability to effectively perform opening and closing procedures as well as troubleshoot when problems arise.
- Trains staff to ensure consistent use of systems.
- Ensures that all team members are updated with all current wine and marketplace information including trade information, new release timing and upcoming Club information.
- Collaborates with Events teams to execute lounge events and guest experiences in a manner that is well organized, within budget and consistent with marketing direction on brand image.

Hospitality Sales

- Actively promotes the sale of Domaine Serene wine, Wine Club, food programs, event space and merchandise.
- Supports and executes Club Membership program training, retention initiatives and acquisition.

- Ensures concise 3-channel sales goals and brand-consistent strategies, including forecasting and analysis; defines department strategies and goals.
- Proposes and develops new initiatives and programs to further the growth of the sales and guest experiences.
- Leads guests through tasting flights while educating them on Evenstad Estates ~~bars~~ wines, vineyards and story.
- Builds relationships with our Members/VIP's to increase client satisfaction and retention.
- Maintains and grows personal Outreach Key Contacts and business through email and phone calls. Supports outreach goals of Ambassador and Sommelier and maintains watch over % of month to goal to help team achieve monthly and yearly goals.
- Effectively partners with the Senior Leadership Team to ensure guest experiences meet the high standards of the brand.
- Stays current with the trends of the market both locally and nationally to be a top player in all aspects of hospitality.
- Must be upbeat with a positive attitude and a strong desire for the challenge of making the sale while not coming across as aggressive.
- Other duties and responsibilities as assigned.

What You Have:

- Bachelor's Degree is preferred.
- Three or more years' experience in sales and/ or management in hospitality focused organizations is required.
- Wine industry experience is required. Winery or wine bar leadership a plus.
- Proficient in Vin65/Wine Direct and Tock.
- Strong organization, problem solving, multi-tasking and interpersonal skills required.
- Agile and enthusiastic learner, who will be comfortable moving fluidly between projects, locations, and roles.
- Consistently projects a positive company image that is focused on the customer.
- Coaches and delegates appropriately. Maintains consistency with documentation of verbal and written warnings.
- Manages autonomy, including independence and discretion over matters of significance, with accountability.
- Excellent customer relation skills, written and oral communication skills, and the ability to work under pressure and make independent decisions.

Certificates, Licenses and/or Registrations:

Must have OLCC Service Permit. Certified Sommelier, CSW or WSET Level 2 preferred.

Physical Demands & Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the employee is regularly exposed to work near moving mechanical parts and outdoor weather conditions. The employee is frequently exposed to fumes or airborne particles. The employee is regularly required to sit, stand, walk, use stairways to climb to

multiple floors within office building, and talk or hear. The employee is occasionally required to use hands and fingers to type or dial, climb or balance, stoop, kneel, crouch or crawl, and reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds moving heavy boxes of wine, furniture, and supplies to wine access storage, refrigerated areas, the selling floor and other areas as directed. Specific vision abilities required by this job include close vision, color vision, distance vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate to loud. The work environment for this position has frequent temperature swings as the person in this role moves between the guest space, outdoors, dishwashing area, refrigerators and working next to kitchen equipment.

Compensation Profile:

The compensation package is competitive and includes bonus potential. Additional benefits include health, dental and vision care, a 401K program with employer match, term life insurance, paid time off (PTO) and paid holidays.

