



Guest Services Specialist

Domaine Serene Vineyards & Winery

Dayton, OR

Pursue Your Passion for Wine with Domaine Serene!

Domaine Serene seeks an experienced, driven Guest Services Specialist 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 Guest Services Specialist is a full-time, benefitted position with highly competitive pay, eligible for our generous incentives and bonuses with opportunity for advancement. We offer a deep education in Oregon and Burgundian wines, and a rewarding career growth path for top performers.

We are Domaine Serene, America's Most Acclaimed Winery. Founded in 1989 by Ken and Grace Evenstad, we are the only winery in the world to have secured a top 3 or better ranking for Pinot Noir and Chardonnay from Wine Spectator's coveted Top 100 Wines of the Year list. Located at the top of the Dundee Hills in the Northern Willamette Valley, Domaine Serene's picturesque Winery Hill Estate is home to one of the world's most advanced winemaking facilities, and most luxurious tasting experience facilities. Evenstad Estates owns and meticulously manages over 1,000 acres of land, including 275 acres of hillside Pinot Noir and Chardonnay vineyards, all of which are dry-farmed and LIVE certified sustainable.

In 2015, the Evenstads purchased Château de la Créé, a 15th-century chateau and state of the art winery located in Santenay, Burgundy. With 25 acres of sustainably farmed vineyards throughout the Côte de Beaune, the French portfolio in Burgundy consists of three brands: Les Tourelles de la Créé, Château de la Créé, and Maison Evenstad.

Mission: The Guest Services Specialist provides an exceptional brand experience for consumers through the highest level of product knowledge, hospitality, and customer service. The Guest Services Specialist 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 team that assists in generating sales and elevating guest experiences. This position plans visits and stays by coordinating appointments and planning with guests to ensure an optimal experience. This position also develops relationships with our VIP customers and local vendors, and actively promotes Domaine Serene's wines and Wine Club.

Company Core Values:

- Integrity
- Quality Focus

- Continuous Improvement
- Perseverance
- Hard Work
- Commercial Courage
- Loyalty

Core Competencies:

- Drive for Results
- Innovation
- Operational and Product Excellence
- Agility
- Proactive Communication
- Business Savvy
- Customer Service
- Industry Leadership

Roles and Responsibilities:

- Greets guests in a gracious and professional manner, confirming appointment status.
- Gains and maintains familiarity with wine tasting options and describes them to guests.
- Manages flow of guests for both scheduled appointments and walk-ins, and ensures they receive excellent customer service from the moment they walk through the door until the moment they leave.
- Acts as focal point of communication for Hospitality team members throughout campus.
- Works closely with all Hospitality staff to ensure a consistently exceptional guest experience with well-coordinated staffing.
- Assists guests in setting up future appointments, including tasting room visits, private experiences and guest house stays.
- Fosters long term relationships with Members and guests through active outreach.
- Fosters long term relationships with VIP customers by communicating notes of customer preference or special occasions (birthday, anniversary, etc.) to host. Works with the Housekeeping team to provide flowers, dessert or similar add-ons to houseguests celebrating special occasions.
- Assists with onsite and offsite events performing various duties as needed to help ensure the successful execution of events.
- Greets and checks in house guests, manages guest house calendar and serves as the primary front of house point of contact with Housekeeping team to communicate details of the guest experience and necessary accommodations.
- Ensures flow from reception to tasting room(s) is efficient and timely.
- Oversees public folder internal email accounts, including info@domaineserene.com, myorderinbox@domaineserene.com and hospitality@domaineserene.com
- Manages reservation system, training and maintenance.
- Acts as a mentor for the professional development of the Guest Services Support staff.
- Helps with daily supervision of Guest Services Support staff.
- Hosts guests with whom extensive planning time is devoted to developing a long-lasting relationship.
- Answers consumer questions over the phone including status of shipping orders and provides recommendations to visit our industry partners and membership benefits.
- Provides additional guest services with itinerary building and partner referrals for Members, Corporate Members, and trade guests, including our sister winery in France.
- Builds a network of local industry partners to encourage referrals from our neighbors and to project a positive image of Domaine Serene throughout the area.

- Actively promotes the sale of Domaine Serene wines and Wine Club.
- Actively oversees retail sales and the constant stocking of merchandise in the store.
- Is comfortable in wine service and able to conduct tastings in the tasting room, educating guests on the wines and history of Domaine Serene.
- Has a thorough understanding of Domaine Serene wines, winemaking techniques, and winery history.
- Provides marketing support for daily activities in the tasting room, such as editing/printing/cutting tasting room order forms and collateral. Oversees off-site printing of signs, promotional material and tasting room display.
- Communicates effectively using open, professional dialogue and solution focused communication.
- Interacts with guests in a tasting room. Follows expectations outlined in Domaine Serene's social distancing policy.
- Works collaboratively in a team environment with a spirit of cooperation.
- Maintains regular, reliable and punctual attendance. Position may require flexibility in hours and days worked and include some weekends or evenings.
- Other duties and responsibilities as assigned.

Requirements and Qualifications:

Bachelor's Degree or the equivalent combination of education and/or two-four years' experience is required. Minimum of two years' experience in events or sales is required. Wine experience a plus. Has a thorough understanding of the luxury hospitality industry and its standards is a plus. Extensive industry knowledge related to tasting rooms, hotels or restaurants. Proficient in Vin65/Wine Direct and Tock is a plus. Having a demonstrated knowledge of MS Office, including Word, Excel, and PowerPoint a plus. Detail-oriented work habits and strong organization skills.

Certificates, Licenses and/or Registrations:

Must have OLCC Service Permit.

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.