



Hospitality Support

Domaine Serene Vineyards & Winery

Dayton, OR

Pursue Your Passion for Wine with Domaine Serene!

Domaine Serene seeks an experienced, driven Hospitality Support professional 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 Hospitality Support position is a seasonal, hourly position with highly competitive pay and eligible for tips with opportunity for career 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 Hospitality Support professional provides an exceptional brand experience for consumers through the highest level of product knowledge, hospitality, and customer service. The Hospitality Support professional 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 of Sommeliers and Winery Specialists that assists in generating sales and elevating guest experiences.

Roles and Responsibilities:

- Obtain service area assignment at the beginning of each shift.
- Maintain the cleanliness and organization of the tasting room/grounds and follow opening and closing procedures.
- Ensure that all service stations are appropriately stocked with the correct wines, clean glassware, and printed materials as designated.
- Between seated tastings, promptly clean tabletops, chairs and ensure the room is ready for the next appointment/group.
- Check floor and clean as required.
- Reset and arrange tabletops.
- Efficiently clear tables after guests leave.
- Take glass/tableware to kitchen and place silverware, dishes, glassware in appropriate locations for washing.
- Wash and polish glassware, plates, and flatware.
- Support the accurate delivery of wine orders from wine pickup to guest, including delivering wine to guests' vehicles.
- Respond appropriately to guest requests.
- Communicate guest requests to Winery Specialists immediately.
- Support Winery Specialists in providing exceptional service and hospitality to all guests.
- Maintain public restrooms by conducting an hourly sweep to ensure they are clean, stocked, and free of any hazards or spills.
- Assist with Hospitality special events, tastings, and dinners.
- Greet all guests and pour wines for tastings.
- Actively promote the sale of Domaine Serene wines, Wine Club, and merchandise.
- Actively work to develop a thorough understanding of Domaine Serene wines, winemaking techniques, and winery history to educate guests on all aspects of the winery.
- Follow Domaine Serene tasting room procedures including opening wine, washing, and stocking glasses, bussing tables and stocking wine.
- Handle routine purchasing transactions using the POS system and cash register when needed.
- Other duties and responsibilities as assigned.

Requirements and Qualifications:

- High school diploma or equivalent required.
- Detail-oriented work habits and strong organization skills.
- OLCC Service Permit a plus.
- Previous experience in the winery, restaurant, or hospitality industry a plus.

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

Physical Demands & Physical Strength:

The physical demands and physical strength described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The person in this position frequently moves heavy boxes of wine and supplies up to 50 pounds about the wine access storage, refrigerated areas, and the selling floor.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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.