



Hospitality Support

Domaine Serene Vineyards & Winery

Bend, 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 an 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.

Mission: The Hospitality Support provides an exceptional brand experience for consumers through the highest level of product knowledge, hospitality, and customer service. The Hospitality Support 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:

- Obtains service area assignment at the beginning of each shift.
- Maintains the cleanliness and organization of the tasting room/grounds and follow opening and closing procedures.
- Ensures that all service stations are appropriately stocked with the correct wines, clean glassware, and printed materials as designated.
- Cleans tabletops and chairs promptly to ensure the room is ready for the next appointment or group between seated tastings.
- Checks floor and cleans as required.
- Resets and arranges tabletops.
- Clears tables after guests leave in a timely manner.
- Takes glass and tableware to the appropriate location in the kitchen for washing.
- Washes and polishes glassware, plates, and flatware.
- Responds appropriately to guest requests.
- Communicates guest requests to Hospitality Associates/Leads immediately.
- Supports Hospitality Associates/Leads in providing exceptional service and hospitality to all guests.
- Maintains public restrooms by conducting an hourly sweep to ensure they are clean, stocked, and free of any hazards or spills.
- Assists with Hospitality for special events, tastings, and dinners.

- Greets all customers and pour wines for tastings.
- Interacts with guests in a tasting room. Follows expectations outlined in Domaine Serene's social distancing policy.
- Actively promotes the sale of Domaine Serene wines, wine club and merchandise.
- Actively works to develop a thorough understanding of Domaine Serene wines, winemaking techniques, and winery history to educate guests on all aspects of the winery.
- Follows Domaine Serene tasting room procedures including running food, washing, and stocking glasses, bussing tables, and stocking wine.
- Handles routine purchasing transactions using the POS system and cash register when needed.
- 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:

High school diploma or equivalent is required. Previous experience in the winery, restaurant or hospitality industry is a plus. Must have detail-oriented work habits and strong organization skills.

Certificates, Licenses and/or Registrations:

Must have OLCC Service Permit and Deschutes County Food Handlers Card.

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 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.