



Host

Domaine Serene Wine Lounge

Lake Oswego, OR

Pursue Your Passion for Wine with Domaine Serene!

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 three distinct vineyard estates to continually elevate the profile of Oregon wines on the world stage.

Host/Hostess Mission: The Host/Hostess will welcome all wine lounge guests with enthusiasm and warmth, and ensures guests are promptly escorted to their table in a timely manner. This position effectively works alongside management to coordinate day to day floor assignments, flow and communication. The Host/Hostess also supports wine lounge staff with reservation logistics and execution.

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.)

- Ensure all guests are warmly greeted and seated in a timely manner.
- Place a special emphasis on welcoming arriving guests in a genuine and hospitable manner.
- Thank guests that are departing for their visit and ensure their experience met/exceeded the high standards of the brand.
- Effectively communicate the concept to guests and be able to explain food and beverage options.
- Provide menus, wine lists and other materials available to showcase.
- Interact with all visitors in a hospitable and professional manner to ensure they feel comfortable and welcomed as our guests.
- Always strive to exceed guest and member expectations.
- Work with management to create a daily floor assignment plan and communicate this to the appropriate person(s).
- Keenly observe the list of reservations each day and match reservations with member names as well as inquiring with walk-in guests if they are a member.

- Keep track of clean, dirty and occupied tables and the cleanliness of the wine lounge.
- Answer the phone in a warm, professional manner and answer questions concerning offered experiences, appointments, walk-in availability, and general wine lounge inquiries.
- Address guest concerns in a positive, calm and professional manner and effectively communicate necessary information to the Manager on duty.
- Educate guests on the wines and history of Domaine Serene.
- Maintain a thorough understanding of Domaine Serene wines, food menus, wine-making techniques, and winery history.
- Assist in polishing of glassware and silverware.
- Bus tables and pour water for guests as needed.
- Take orders and coordinate wine pick-up.
- Ensure that restrooms are properly maintained on an hourly basis throughout shift.
- Maintain a pristine presentation to the entrance of the Wine Lounge at all times.
- Performs other duties as directed.

Essential Job Functions, Knowledge, Skills and Abilities:

- Passion and enthusiasm for hospitality, customer service and guest interaction.
- Possess excellent communication skills, both verbal and written.
- The ability to be comfortable working in a fast-paced environment.
- The ability to be self-motivated and perform independently with minimal supervision.
- Ability to listen and tactfully interact with new visitors, club members and colleagues.
- Regular, reliable and punctual attendance.
- Ability to comply with all health and safety regulations.
- Physical activities required include excessive standing, walking, and regularly lifting and carrying up to 45 pounds.
- The ability and willingness to work a flexible schedule, including overtime, evenings, weekends, and holiday weekends such as Memorial Day, Labor Day and Thanksgiving.

Qualifications: Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience and Other Requirements:

- Experience in the hospitality/food and beverage industry a plus.

Education:

- High school diploma or equivalent required.

Professional Requirements (licenses, programs, or certificates): OLCC Service Permit, Food Handler's Certification

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.

- Physical activities required include excessive stationary positions, move and traverse throughout the wine lounge, standing, walking, and regularly lifting and carrying up to 45 pounds.
- Ability to recognize repeat guests as well as communicate and converse with guests.

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 experiences frequent temperature swings as the candidate moves throughout the wine lounge, patios and is stationed near the entrance/exit.

Compensation Profile:

The compensation package is competitive.