

Tasting Room Host

About the Job

Our Tasting Room Host is a key contributor with a strong background in wine hospitality, capable of independently managing the flow of guests in the Tasting Room with general direction. This role is dedicated to maintaining the highest standards of hospitality, ensuring that every guest enjoys a memorable and exceptional wine country experience at Sokol Blosser. The primary responsibility is to create a welcoming environment where guests can engage with our wines and brand in an authentic, enriching way.

Essential Duties:

- Represents the winery's brand through the Tasting Room experience, delivering exceptional customer service and ensuring a welcoming atmosphere for every guest
- Sets the tone for customer hospitality, overseeing reservations and ensuring a smooth and consistent flow of the Tasting Room. Works closely with the Tasting Room Manager to proactively address and resolve customer concerns
- Provides a high-quality phone experience, promptly answering inquiries and ensuring every call is handled with professionalism and courtesy
- Manages the reservation system, ensuring that guest flow is efficient and that Tasting Room associates receive equal business volume throughout shifts
- Maintains a clean and inviting space, assisting with regular upkeep of the Tasting Room and restroom areas
- Collaborates with peers and management to assess performance, strategize improvements, and identify new opportunities for enhancing the guest experience
- Performs additional tasks as needed to support tasting room operations

Skills & Abilities:

- 1+ years of hospitality experience (wine, retail, restaurant, etc.).
- Enthusiastic about wine and the wine/food lifestyle.
- Able to work well in a team environment and with customers.
- Strong organizational skills with attention to detail.
- Strong reasoning, judgment, and problem-solving skills.
- Creative thinking skills and ability to think outside the box.
- A desire to learn about anything and everything.
- Excellent oral and written communication skills.
- Able to lift and carry 45 lbs.; able to stand and or walk for prolonged periods.
- Be 21 years of age and have or can obtain an OLCC server's permit.

Position Comments:

- Team environment, robust benefit package, and competitive pay.
- The position is hourly; variable schedule.
- Base hourly pay plus tips, commissions, and gratuities can make up to \$23 per hour.