

WILSON ARTISAN WINERIES

Job Description

Job Title:	Lodging Associate
Department:	Lodging
Reports To:	Inn Keeper/Assistant Lodging Manager
FLSA Status:	Non-Exempt
Employment Status:	Part-Time
Approved Date:	December 2017

JOB SUMMARY:

As part of the hospitality team at the Calderwood Inn & Grape Leaf Inn, the Lodging Associate assists guests with gracious hospitality while surpassing their expectations by providing unique experiences during their stay at any of our properties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist the Inn Keepers with their duties to keep the inns running smoothly.
- Assist guests during check-in at the Grape Leaf and Calderwood Inns.
- Be a generous host to the guests at our two inns, answering questions and assisting with concierge services.
- Work with Inn Keepers to maintain food supplies for breakfast and the wine hour at guest check-in.
- Set-up and serve evening welcome reception with wines from Wilson Artisan Wineries and snack foods.
- Assist guests during check-out, using the process as a positive marketing tool to create a repeat guest.
- General administration duties including email, phone and providing an onsite presence.
- Work with all staff members in a professional, courteous and motivating manner.
- Contact guests upon reservation to offer concierge services.
- Promote Wilson Artisan Wineries and experiences with guests at the two inns.
- Help maintain the inns social media presence on Facebook and Instagram.
- Perform outreach duties to promote the inns.
- Prepare and serve snacks and breakfast.
- Perform cleaning duties as needed.
- Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS:

- Excellent communication skills, both verbal and written.
- Exceptional customer service and interpersonal skills.
- The ability to present a kind, calm and professional manner at all times.
- Able to flex schedule as needed to cover other team members, special events and overtime.
- Ability to multi-task.
- Strong organizational skills.

EDUCATION AND EXPERIENCE:

High School Diploma or GED.

One year or more of hospitality experience preferred.

In-depth knowledge of our local area, activities and destinations highly desirable.

LANGUAGE SKILLS:

Able to communicate in a clear and professional manner in both written and oral formats. Fluent in English. Bilingual preferred.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY:

Ability to analyze information and make sound decisions.

COMPUTER SKILLS:

Must be proficient with Microsoft Office Suite, internet and social media applications.

PHYSICAL DEMANDS:

The physical demands 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.

While performing the duties of this job, the employee is regularly required to sit, stand, walk, climb stairs, speak, hear, taste, see, reach, grasp and smell. Must possess sufficient digital manipulation skills to utilize a telephone, kitchen tools, log book and a computer keyboard and monitor. Occasionally may be required to stoop, kneel, crouch and climb a step ladder. Ability to carry food trays, food, cleaning supplies, dining items and any other items required to perform the duties of this position successfully. Must be able to frequently lift and carry up to 45 lbs.

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 noise level in the work environment is usually low.

Wilson Artisan Wineries is an equal opportunity employer.