

WILSON ARTISAN WINERIES

Job Description

JOB SUMMARY:

As part of the hospitality team at the Grape Leaf Inn, the Lodging Associate provides 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 Keeper with her/his duties to keep the inn running smoothly.
- Perform the Inn Keeper's duties in her/his absence.
- Must be at least 21 years of age.
- Assist guests during the check-in process.
- Be a gracious host to the guests, answering questions and assisting with concierge services.
- 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.
- Perform various administrative duties including, but not limited to: checking and responding to company emails, texts and voicemails in a timely and effective manner, create new welcome cards, create notes in Basecamp and log book.
- Work cooperatively with all team members.
- Communicate in a professional and courteous manner at all times.
- Contact guests upon reservation to offer concierge services.
- Promote Wilson Artisan Wineries and experiences with our guests.
- Help to maintain the inn's social media presence on Facebook and Instagram.
- Perform outreach duties to promote the inn.
- Prepare and serve snacks.
- Perform housekeeping/cleaning duties as needed.
- Run errands as needed.
- Report any maintenance needs to the Assistant Lodging Manager.
- Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS:

- Must possess excellent communication skills, both verbal and written.
- Ability to perform various administrative duties in an accurate and timely manner.
- Exceptional customer service and interpersonal skills.
- The ability to present a kind, calm and professional manner at all times.
- Must possess reliable, insured transportation with a valid driver license and an acceptable driving record.
- Able to flex schedule as needed to cover other team members, special events and overtime.
- Ability to multi-task with a strong attention to detail.
- Strong organizational and follow-through skills.

EDUCATION AND EXPERIENCE:

High School Diploma or GED required. AA degree preferred.

Hospitality experience/certificate preferred.

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

Safe food and beverage handling certificate preferred.

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 effectively problem solve and offer recommendations for solution(s). Must be able to analyze information and make sound decisions based on same.

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 performed by an employee to successfully perform the essential functions of this job. A reasonable accommodation, if available, 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/listen, taste, see, reach, grasp and smell. Must possess sufficient digital manipulation skills to successfully utilize a computer, telephone, open and pour wine, log book and other items located at the inn. The employee occasionally may be required to stoop, kneel, crouch and climb a step ladder. The ability to lift/move/carry containers laden with food, beverages, cleaning supplies, dining items, patio furniture and any other items located at the inn is required to perform the duties of this position successfully. Must be able to frequently lift, move and carry 45 lbs.

WORK ENVIRONMENT:

The work environment consists of an inn, which includes, but is not limited to: lodging rooms, kitchen, dining room, sitting room, garden, patios, porch, restrooms, garage and office.

Wilson Artisan Wineries is an equal opportunity employer.

This job description may change.