

# WILSON ARTISAN WINERIES

## **JOB SUMMARY:**

The Reservations Supervisor is responsible for ensuring that the reservations team achieves or exceeds monthly sales targets. This individual will also ensure that our guests enjoy exceptional customer service and memorable experiences when visiting our properties.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Supervises the reservations team, including, but not limited to: scheduling, training, coaching and reviewing the Reservation Associate's performance.
- Maintains all elements of the reservations system to ensure information is accurate and up-to-date.
- Maximizes room revenues by utilizing techniques to maximize occupancy and average rate, including regular analysis of hotel competitive set.
- Meets and exceeds guest expectations by ensuring team provides positive and courteous service and teamwork.
- Ensures that all special requests are handled in an efficient and timely manner.
- Demonstrates knowledge of inn and guesthouse accommodations, guest services and local vendors.
- Maintains accurate room rate control and availability statuses by controlling and advising of rate restrictions and room availability.
- Ability to use all PMS systems to the fullest extent to retrieve necessary information online.
- Assists with all outside sales and marketing efforts to all distribution channels including retail and wholesale travel agents, OTA's and group sales leads.
- Facilitates all VIP and special requests.
- Updates all call-to-action marketing on a weekly basis.
- Participates and assists in the creation of special promotional programs and utilizes online platforms to market current specials to general public.
- Verifies that all voicemail and email requests are answered in a timely and efficient manner.
- Maximizes guest satisfaction and revenues by promoting wineries, facilities and group services.
- Maintains a positive, open dialogue with all team members and vendors.
- Answers incoming calls.
- Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance.
- Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position.
- Communicates/coordinates property maintenance requests.
- Maintains a favorable working relationship with all company employees to foster and promote a cooperative and harmonious working climate.
- Works closely with the lodging and hospitality team to ensure a high level of customer satisfaction.
- Verifies that all reservations are input correctly into the system, including billing information.
- Continually monitors all pertinent travel related websites and OTA's to ensure competitiveness in both availability and price; communicates information to supervisor as needed.
- Must be able to travel to all Wilson Artisan Wineries locations as needed.
- Adheres to hospitality policies and procedures and verifies that team is doing the same.
- Strong understanding and proficiency in the use of Social media outlets such as Facebook and Instagram.
- Follows professional grooming and dress standards.
- Minimizes safety hazards by following all safety rules and procedures.
- Other duties and responsibilities as assigned.

**SUPERVISORY RESPONSIBILITIES:**

Supervises the part-time Reservations Associate.

**MINIMUM QUALIFICATIONS:**

- Strong written and verbal communication skills
- Strong telephone and computer etiquette
- Excellent interpersonal and customer service skills
- Demonstrates a calm and professional manner at all times
- Strong knowledge of hospitality operations, accommodations portfolio and Wilson Artisan Wineries portfolio
- Has proficient knowledge of Sonoma and Napa counties regarding wineries and tourist attractions
- Ability to multi-task and remain organized
- Ability to work extended hours as needed
- Must have reliable, insured method of transportation
- Must possess a valid California class C driver's license and an acceptable driving record

**EDUCATION AND/OR EXPERIENCE:**

High School Diploma or GED. Associate's degree (A. A.) or equivalent from a two-year college or technical school; 3+ years related experience and/or training preferred.

**LANGUAGE SKILLS:**

Fluent in English. Bi-lingual preferred. Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to prepare reports, social media posts and correspondence. Ability to speak effectively before groups and on an individual basis.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY:**

Ability to gather and analyze data and make sound decisions and/or recommendations based on same. Able to effectively problem solve.

**COMPUTER SKILLS:**

Must be proficient in Microsoft Office Suite and social media platforms. Basic knowledge of WordPress preferred.

**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, 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, talk, hear, listen, speak, stand and walk. Must be able to use arms, fingers and hands to operate various types of office equipment. Must occasionally lift/move/carry up to 45 pounds. Specific vision abilities required for this job include close vision, distance vision, color vision and ability to adjust focus. Must be able to travel to offsite locations as needed.

**WORK ENVIRONMENT:**

The work environment generally consists of an office environment; however, travel to offsite locations may be required at times. The noise level in the work environment is usually low.

This job description is not limited to the duties and responsibilities described above and may be subject to change.

Wilson Artisan Wineries is an equal opportunity employer.