

Position:	Visitor Experience Host
Department:	Community
Reporting to:	Visitor Experience & Events Manager - Marlborough
Location:	Marlborough
Date:	November 2021

## Position Purpose:

To maintain and develop high levels of customer satisfaction through welcoming and assisting various types of inbound visitors. This includes conducting wine tastings, leading sustainable vineyard tours, hosting programs for VIP's, community and education groups and assisting with functions with a focus on wine sales and upselling.

## Key Relationships:

External	Internal
<ul style="list-style-type: none"><li>• Tourism groups</li><li>• Suppliers</li><li>• Community groups</li><li>• Industry and Educator groups</li></ul>	<ul style="list-style-type: none"><li>• Cellar Door &amp; Events Manager</li><li>• Front of House / Administrator</li><li>• GM Sustainability &amp; Strategic Projects</li><li>• Sales Team</li><li>• Marketing Team</li><li>• Winemaking Team</li><li>• Customer Service Team</li><li>• Supply Chain Team</li><li>• Vineyard Team</li></ul>

## Key Accountabilities & Tasks:

### 1. Visitor Hosting (Cellar Door & other events)

- Welcome and host incoming visitors with a high degree of service and hospitality.
- Share the Yealands sustainability story with all visitors, working with the Cellar Door & Events Manager and Marketing Team to ensure all messaging is current.
- Provide visitors with a knowledgeable wine experience.
- Lead sustainable wine tours for small and large groups.
- Complete various sales transactions for visitors, tour groups, colleagues, associates and purchase through the online Cellar Door.
- Packaging ticketing of online orders securely.
- Maintaining a high degree of presentation of the Cellar Door by ensuring cleanliness and general tidiness.
- Support Visitor Experience Team members by sharing and upskilling in wine knowledge.
- Continue to develop own wine knowledge and understanding.
- Food handling and preparation.

## **2. Visitor groups and Events**

- Assist with the planning, preparation and hosting of functions as required.
- Assist in hosting various types of inbound guests including VIP's, community and education groups.
- In conjunction with the Cellar Door & Events Manager, assist with hosting incoming media groups ensuring their stated goals are met while aligning with our PR/Comm's POV.

## **3. Inventory Management/Stocktaking**

- Maintaining accurate records of stock levels, identifying and investigating discrepancies before reporting back to the Cellar Door & Events Manager.
- In conjunction with the Cellar Door & Events Manager, assist with the implementation of a supply plan to ensure satisfactory stock levels year round.
- Manage stock vintages and ensure that current stock is always available. Ensure that the tasting notes align to the vintage on sale.

## **4. Online Sales**

- Ensure orders received are processed accurately and in a timely manner.
- Respond to all customer queries in a timely and professional manner.
- Work with the Cellar Door & Events Manager and Digital Marketing Specialist to develop attractive online customer offers.

## **5. Tour Bookings/Scheduling**

- To maintain, communicate and resource visitor bookings.
- Respond to visitor queries in a timely and professional manner.

## **6. Health, Safety, Compliance & Standards**

- Abide at all times to relevant legislation and the company's policies and procedures whilst acting within the capacity as an employee or whilst acting on behalf of Yealands.
- In relation to Health and Safety, environmental management, ethics, quality and food safety responsibilities:
  - » Comply with relevant legislation and related company's policies, procedures and standards are adhered to at all times.
  - » Actively participate in related training.
  - » Identify to your Manager areas where conforming to existing procedures will adversely impact adherence.
  - » Report improvements or incidents through the company's reporting system and ensure investigations are completed, improvements identified and implemented to manage risk.
- Work with 'best practice' in regards to food defence and food fraud procedures.
- Actively participate in audits as required.

## Person Specifications:

Education:	Certificate / Diploma level in one or more of the following disciplines is preferred, but not essential: Customer Service / Wine / Hospitality
Experience:	Retail or hospitality experience is preferred.
Specific Skills & Competencies:	<p>Essential:</p> <ul style="list-style-type: none"><li>• Customer focused with strong presentation</li><li>• An interest in wine and developing wine knowledge and education</li><li>• Problem solving with strong initiative and decision making</li><li>• Adaptable to change with a flexible attitude</li><li>• Strong time management with the ability to prioritise work</li><li>• A team player with strong interpersonal skills</li><li>• Computer literate and well versed with all Microsoft based programs</li><li>• Sales orientated</li></ul> <p>Desirable:</p> <ul style="list-style-type: none"><li>• Strong written and verbal communication skills</li><li>• Licence Controller Qualification (LQC) and/or Duty Managers certificate</li></ul>

This position description is intended to describe the general nature and level of work being performed. It is not an exhaustive list of all responsibilities, duties, or skills required, and the employee may be required to perform other duties (that they are skilled to perform) as needed.

## Employee and Manager Acknowledgement:

Employee Signature

Date:

Manager Signature

Date: