

Tasting Room & Hospitality Manager

DESERT WIND

Job Description

Desert Wind, a destination winery, restaurant, inn and events center in Prosser, is seeking an exceptional individual to oversee daily operations of our wine tasting room, along with overseeing all aspects of our inn, event center, and restaurant, in cooperation with our culinary team, to ensure success and profitability.

The ideal candidate has tasting room management experience, with the ability to inspire an outstanding team culture, educate staff, train servers, and coordinate various moving parts to create a fun, educational and exceptional wine experience for guests. The ideal candidate will have a very strong ability to multi-task and strong interpersonal skills, with the ability to manage and coordinate with various departments extremely effectively – experience in a multi-faceted food/wine business or resort a big plus. A love of wine and a passion for the wine industry is a must.

The ideal candidate will meet these qualifications:

- Exceptional organizational and leadership skills, with experience as a hands-on leader, hiring, training, and mentoring a team whose quality of service is second to none
- Strong level of wine knowledge and a keen interest in continuing to learn more
- Excels at motivating and inspiring others, leading by example, and fostering a positive culture to build morale and create a fun, professional and productive atmosphere for guests and team members
- Ability to educate guests and staff about the brand, wines, vineyards, food pairings
- Ability to supervise tasting room staff, including hiring, training, scheduling, terminating, and supporting individual performance and effectively collaborate and communicate with the team
- Ability to coordinate with wine club manager to ensure the highest level of service is provided to wine club members; collaborate with the wine club manager on wine club goals, releases, perks, special events etc.
- Ability to create tasting room/vineyard experiences to support company goals and generate sales and wine club sign ups
- Ability to ensure tasting room appearance is aligned with winery standards, with a high level of cleanliness and attention to detail

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- Ability to oversee POS/reservation system and related systems to ensure they are operating as needed and that staff is thoroughly trained
- Ability to maintain sanitation, safety, and responsible alcohol beverage service policies
- Ability to manage wine inventory, merchandise, tasting materials and other items, and related logistics
- Ability to collaborate with marketing to develop sales and marketing materials as needed, as well as a marketing strategy and programming to generate traffic and build awareness
- Ability to analyze market trends and leverage consumer insights to identify new growth opportunities

Events & Restaurant:

- Collaborate with culinary team/Head Chef and marketing team on winery events, sales and promotions on-site and off-site as needed
- Collaborate with culinary team/Head Chef on restaurant menu, special event menus, tasting room menu, and other offerings
- Staff events as needed in coordination with the Head Chef

Event Venue:

- Create and execute sales strategy and collaborate with marketing to promote Desert Wind event space
- Oversee team to coordinate all events, including event contracts, pre-event coordinate, event set up, clean up, et al
- Ensure for appropriate staffing, and related training, at all events
- Collaborate with culinary team/Head Chef on menus, budgets, and execution of food for events
- Oversee coordination with outside vendors as needed

Guest Rooms:

- Oversee sales strategy and collaborate with marketing to promote guest rooms
- Supervise housekeeping team to maintain the highest standards of cleanliness, health, safety and service

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- Manage hospitality specialists/concierge and establish Standard Operating Procedures related to guest accommodations and service to assure for the utmost in comfort and enjoyment by guests
- Respond to guest inquiries or emergencies during off hours and delegate back-up coverage as needed
- Oversee inventory of guest rooms and related

Maintenance and Administration:

- Ensure overall appearance inside and outside of Desert Wind is of the utmost standards for presentation and cleanliness
- Oversee maintenance, repairs and staffing

Additional Requirements

- Maintain a high level of wine knowledge
- High energy, highly professional, detail-oriented, strong sales skills
- Exceptional written and verbal communication skills
- Ability to lift 40 lbs. and stand for long periods of time
- Must maintain a current MAST permit and food handler's permit
- Strong computer skills
- Be able to maintain regular, reliable, and punctual attendance. Position requires flexibility and will include weekends, evenings, and some holidays
- College education or equivalent experience; training as a sommelier/WSET desired by not required

Job Type:

Full-time

Benefits:

- 401(k)
- 401(k) matching
- Employee discount

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- Health insurance
- Paid time off

Physical Setting:

- Bar
- Casual dining restaurant

Schedule:

- Evening shift
- Every weekend
- Holidays
- Weekend availability

Supplemental Pay:

- Bonus pay

Ability to commute/relocate:

- Prosser, WA 99350: Reliably commute or planning to relocate before starting work (Preferred)

Education:

- High school or equivalent (Preferred)

Please email your interest and resume to info@desertwindwinery.com