

Job Title Tasting Room Associate
Company Painted Rock Estate Winery
Location Penticton, BC
Contact Kate Clarke | events@paintedrock.ca



PAINTED ROCK
ESTATE WINERY

Tasting Room Associate

We are looking for an enthusiastic Tasting Room Sales Associate to join our tasting room team. As a Sales Associate you are the on-site face of Painted Rock, welcoming guests to the property, educating and guiding customers through our portfolio of wines and always providing exceptional customer service from start to finish.

With your passion for wine and friendly demeanor you will promote the Painted Rock wine club & let customers know about upcoming events and happenings at Painted Rock Estate Winery.

You will be a part of the daily interactions with our guests and will ensure the tasting room is clean and well organized. With the ebb and flow of daily visitors, you will need to be efficient, able to multi-task, and have exceptional customer service skills. You will be an important member of our team, ready to educate, facilitate, and charm.

Responsibilities

- Greet all visitors, educating them on Painted Rock wines and guiding them through the tasting experience
- Ensure indoor and outdoor areas of the venue are always clean, organized and ready to welcome all guests
- Provide necessary sales information and process all sales through our point-of-sale system (WineDirect)
- Educate and invite guests to become Wine Club members. Furthermore, adding them into the wine club database
- Answer telephone inquiries
- Greet and assist all guests in a professional manner as required
- Maintain a positive and pleasant disposition with guests and team members
- Assist with food preparation & service during wine tastings
- Perform all daily procedures: inventory counts & stocking, cash-out, daily reports, shipments
- Working as a cohesive team to provide support to event staff during set up and tear down
- Assist event staff with transition of Wineshop into event space on event dates
- Perform other related duties as assigned by the management team

Desired Skills

- Possess a great attitude, friendly service and work well in a team environment
- Knowledge of wine and passion for the industry, formal training preferred
- Must be 19 years of age, have a Serving it Right Certificate & Food Safe Certificate
- Previous experience in boutique, premium wine sales and/or hospitality preferred
- Experience with point-of-sale transactions and cash handling
- Strong computer skills and enthusiasm to learn
- Engaging and cheerful demeanor
- Must be organized and able to keep work area clean and tidy
- Clear communication skills to coordinate effectively with team members to ensure flawless customer service
- Maintain good grooming and personal hygiene
- Must be able to lift heavy objects on a regular basis and stand for extended periods of time
- Must have open availability to work weekends, evenings and holidays as needed