

nice

WINERY

Nice Winery creates carefully crafted experiences through outstanding and personable customer service; beautifully crafted food and wine that exceeds expectations; and balances elegance, quality and unpretentious charm.

Job Title: Greeter / Welcome Kiosk

At Nice Winery, all customers are greeted right at the front door with a warm hello. When they leave, they should receive a friendly good-bye. The primary role of the Greeter is to set the tone of “casual elegance” and to guide the customer to the right place, whether it is to the retail area, a tasting room, a dining table, or showing them where the restroom is located. The Greeter must remember that their appearance, how they talk to customers and co-workers, and the appearance of the winery all set the tone for customers’ experience and whether or not Nice Winery meets its mission.

Primary Responsibilities

The Greeter is the Winery Concierge. As a Greeter, you are primarily responsible for welcoming our customers and club members. Training will be on the job and provided to you during working hours.

Responsibilities include:

- Outstanding and enthusiastic customer service.
- Greet customers as they arrive with a warm welcome and open the door for them.
- Give customers a friendly good-bye and open the door when they leave. Help them carry their purchases out, or find someone on staff to do it, if necessary.
- Greeting and guiding customers by:
 - Knowing the layout of the entire winery, inside and out.
 - Helping customers find their way to the correct place for tastings, pickups, events, or shopping
 - Providing personalized printed material to guests as needed.
 - Confirming that customers who are departing after an event or tasting do not forget umbrellas, coats, club wines, and wine orders
- Assisting Retail Staff with helping customers which includes but is not limited to:
 - carrying wine out to their car
 - answering customer questions as you are able or delegating to another staff member if necessary.
- Verifying that the front door is spotless and outdoor signage is correct
- Supporting the growth of our club membership by:
 - Being a warm and awesome personality
 - Learning our regular customers by name and greeting them accordingly.
- Helping answer phones
- Assisting with Nice Winery staff to keep our winery looking beautiful and ready to receive customers. Cleaning the front doors and lobby floor are part of this.

- Ability to lift up to 50 lbs. One case of wine can weigh anywhere from 40 to 50 lbs.
- Assisting with Front of House opening and closing duties by following the appropriate system in place.
- Other duties as assigned.

Compensation and Benefits:

This position commences with a 90-day trial period in which you will be compensated at \$10/hr. After that trial period, you are eligible for:

- 30% Employee discount (off retail price) on wine for personal use.
- Free attendance to any Nice Wines educational classes.
- Learning additional job duties and positions.

This position is part-time and can be scheduled up to 25 hrs per week. You must work a minimum of 4 shifts a month to be eligible for benefits.

This position reports to the Director of Customer Experience.

Workdays/Hours:

Hours of the winery are subject to change. As of today, Nice Winery is currently open Tuesday through Saturday from noon to 5PM to our customers. Soon we will be open until 6pm and we will also be open on Sunday.

Fridays, weekends and the first 10 days of every month are our busiest times. You need to be available to work during these times.

Nice Winery Staff should arrive at 11:30am for an opening shift and be prepared to stay until 6:30pm for a closing shift. If you are scheduled to work an event, you could be scheduled to work as late as 10:00pm.

Although subject to change, initially, you will be scheduled for:

- A 6 hour shift every Friday and Saturday
- The remaining 13 hours will be scheduled as needed.
- If you need time off, it is your responsibility to request it 2 weeks in advance.
- If you cannot work a scheduled shift, it is your responsibility to have your shift covered and then discuss the time and coverage with your supervisor.

All new team members are required to work a minimum of three Saturdays and/or Sundays every month, occasional evenings, and holidays as the business dictates.

Evaluation

You are encouraged to meet weekly with the Director of Customer Experience to review goals, projects, as well as to give and receive feedback. You are encouraged to meet periodically with Ryan and Donna to discuss ideas, opportunities, and challenges.