



HANS HERZOG

JOB DESCRIPTION

Wine Hospitality Host Cellar Door & Wine Tourism Marketing

REPORTS TO: Therese Herzog – Owner and Director

HOURS: Rostered Monday to Friday, 40 hours per week. Must be prepared to work for Private experiences which can be booked on weekends or evenings – must have flexible schedule.

This is an extremely versatile role for somebody who does not shy away to get hands-on. The ideal candidate has excellent computer skills, is wine savvy and a talent in selling wine, has hands-on experience of hospitality (able to host private wine & dining) and keen to advance in wine and tourism marketing.

DUTIES & RESPONSIBILITIES

Cellar Door & Wine sales

- Managing and hosting the Cellar Door
- Performs wine experiences, tastings and tours
- Responsible for all sales through Cellar Door and ensuring sales objectives are met
- Responsible for sales of all CD articles (packaging, merchandise, giftware etc.) incl. stock control
- Wine health - makes sure wines are kept in perfect condition and no wastage occurs (argon wines daily)
- POS – Point of sales system. Manages / operates (including cash registers, eftpos terminals etc.)
- Responsible for Cellar Door bites (prepares small bites, orders food and other supplies in accordance with guidelines)
- Food Safety - responsible for the 'food control plan and audit'
- Needs to obtain a managers / alcohol license

Hospitality/Tourism

- Responsible for all wine tourism related tasks
- Act as the first point of contact for all enquiries regarding Hospitality or Tourism
- Manages all bookings
- Manages relationship with the tourism industry (Tourism NZ, Destination Marlborough, tour companies, other tourism, and hospitality businesses)
- Hosts and organizes private dining experiences (organizes chef, food supply, writes menus and hosts the event etc.)
- Establishing and maintaining excellent guest/customer relations, engaging them to stay connected through our digital channels, monitors and encourages positive reports on Google etc.
- Handles direct marketing activities, social media, provides newsletter content

Cottage

- Check in/check out guests for our vineyard cottage
- Maintenance and cleaning of cottage (organizes housekeeper but willing to do the cleaning if housekeeper is unavailable, does turn downs, or quick refresher cleaning during multi-stays)
- Handling of tourism journalists/VIP's including tours of premises
- Able to talk confidently about our wine, tourism & hospitality offering

Wine sales & marketing

Supports the domestic wine trade channel (e.g. Restaurants and wine shops) and related marketing and sales tasks

General Duties

- Actively contribute to the sales objectives of the Estate (Wines, private experiences, cottage)
- Handles all general administrative tasks in the office
- Governs and implements our marketing program and action plan (all wine tourism & hospitality)
- Responsible for all communication (emails, telephone calls, visits etc.)
- Handles all non-wines supplies for the Cellar Door, re-ordering merchandizing, pricing etc.
- Technical Oversight - maintains equipment, incl. computers, networks, telephone, general maintenance
- Manages stationery supplies
- Back up for all other operational areas

Required attributes

- Excellent wine knowledge (WSET or Sommelier education)
- A good understanding of the hospitality/and tourism industry and able to host as front of house

Personal qualities

- Able to work unsupervised in a small family business within a small team where the job description is a guideline
- Well-presented, charming but business-like
- Welcoming, friendly, outgoing personality
- Willingness to identify and solve problems independently and treating them as challenges
- Able to multi-task and setting priorities
- Able to relate well to people from a range of cultures and backgrounds
- Common sense, hands-on, no-fuss personality, efficient working practices

Skills & knowledge

- Proficient in all Microsoft Office products (including Outlook, Dropbox, Internet tools, Social Media apps. (Facebook, Instagram, LinkedIn etc.)
- Efficient Time Management - savvy with Microsoft outlook and its calendar programs
- Excellent communication and sales skills
- Ability to prioritise tasks
- Written Expression - Excellent writing skills

I, the undersigned, understand and agree to the above Responsibilities, Tasks and Duties. I also understand and agree that there may be additional Responsibilities, Tasks and Duties not listed above required from time to time.

Name

Date