



RATHFINNY

JOB DESCRIPTION

Position: Cellar Door Tour and Tasting Guide

Responsible to: Customer Experience Manager

Location: Rathfinny Wine Estate, Alfriston, East Sussex

PURPOSE OF POSITION

Our Tour & Tasting guides are responsible for delivering our popular vineyard & winery tours as well as drop-in tastings at the Cellar Door. This role requires excellent time management and interpersonal skills to develop relationships with all guests who visit Rathfinny.

As a Tour & Tasting guide you are also responsible for wine & retail sales through the Cellar Door and fulfilling our online e-commerce orders. Where necessary, you will be required to assist with bookings of our wine tourism & dining offers across the estate.

KEY ROLES & RESPONSIBILITIES

- To deliver engaging and educational vineyard tours & tastings (and drop-in tastings), whilst maintaining a high level of professionalism
- To educate all visitors about Rathfinny and the wider English wine industry
- To sell our Sussex wines through the Cellar Door shop and by fulfilling e-commerce orders
- When necessary, to assist the Customer Experience Manager and Guest Relations Manager by taking bookings for other wine tourism offerings on the estate including dining
- To keep a clean, tidy work area including glassware for tastings
- To the best of your ability, ensure all health and safety, security and emergency policies are adhered to
- To have an excellent understanding of the operations around the production of our wines.
- Experience in a customer service/retail/hospitality role
- WSET Level 2 or above desirable
- Excellent customer service skills
- Attention to detail is essential
- Excellent communication skills and being at ease with the public
- A willingness to learn about viticulture and winemaking
- Good computer skills
- An ability to work closely, supportively and flexibly with other staff members
- A willingness and ability to drive (expenses covered) to undertake occasional chores is an advantage
- Weekend work will be required
- A passion for wine a must!

B CORPORATION

Actively participates in B Corp certification and the adoption of the highest standards in social and environmental performance, public transparency, and legal accountability to balance profit and purpose.

POSITION REQUIREMENTS

- Right to work in the UK Knowledge and experience
- Experience in a customer service/retail/hospitality role
- WSET Level 2 or above desirable
- Excellent customer service skills
- Attention to detail is essential
- Excellent communication skills and being at ease with the public
- A willingness to learn about viticulture and winemaking
- An ability to work closely, supportively and flexibly with other staff members
- Weekend work will be required
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ATTITUDES & ABILITIES

- Enthusiasm, confidence, a passion for food and drink
- Commitment, dedication, responsibility
- Self-discipline, creativity, innovation
- Honesty, sensitivity and discretion

Rathfinny is working towards a diverse environment and all qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, disability or age.

APPLICATION

Submit your current curriculum vitae and covering letter addressing the position requirements to kristinaw@rathfinnyestate.com by the closing date.

Please ensure you outline your Right to Work in the UK.