



RATHFINNY

Wine Tourism Cellar Door and Tour & Tasting Guide Job description	
Job Title	Cellar Door and Tour and Tasting Guide
Location	Rathfinny Wine Estate, Alfriston. The applicant should be prepared to travel off site to training courses.
Responsible to	Customer Experience Manager
Summary of Position	<p>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.</p> <p>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.</p>
Key Tasks and Responsibilities	<ul style="list-style-type: none">• 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.

Summary of required skills	<ul style="list-style-type: none"> • 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!
Training	<ul style="list-style-type: none"> • The successful applicant will receive full training on how to conduct our tours & tastings and on all products, merchandise and procedures • An induction day to tour the vineyard, winery, production, wine tourism facilities, and a tasting of our Sussex wines is available to ensure you have a good understanding of the Estate and the vision of Rathfinny • There may be times when you are required to attend a training course which is either held onsite or off site Health and Safety training via our online health and safety platform may be required
General	<ul style="list-style-type: none"> • At Rathfinny we work very much as a team. The successful applicant must be prepared to support other work colleagues and may be required to take on extra or different tasks to help support others. • A happy, welcoming approach to all customers either by phone, email or in person, is essential • You may be required to wear some items of your own clothing. At all times personal appearance should be professional and in accordance with Rathfinny Wine Estate Policy • All staff, as Ambassadors of Rathfinny Wine Estate, are to adhere to the highest level of customer service • All of our customers are to be treated with care, consideration and respect while they are provided with an unforgettable shopping/visiting experience • At all times the customer should be put before any other duties • The successful applicant will need to have a good understanding of English wine and the industry (training provided). You will be required to answer customer queries relating to our vineyard and winery operations
Hours of Work	<ul style="list-style-type: none"> • This is a part time position worked on a rota basis, so that weekends, evenings, bank and school holidays will be included

	<ul style="list-style-type: none">• At times it may be necessary for you to work additional hours, sometimes at short notice, to cover a colleague's sickness, holidays or training; flexibility in this area is an advantage• Additional work hours will be paid at your normal hourly rate• Being punctual and prepared to start your shift on time is essential
Remuneration	<ul style="list-style-type: none">• This position offers 35% staff discount on Rathfinny wines and 15% on other retail products, with discount applicable in other areas of wine tourism