

RATHFINNY



JOB TITLE: TASTING ROOM ASSISTANT MANAGER

DEPARTMENT: WINE TOURISM- HOSPITALITY

LOCATION: RATHFINNY WINE ESTATE, ALFRISTON

REPOSIBLE TO: GUEST RELATIONS MANAGER

POSITION OVERVIEW:

The key requirements of this role are to lead the Tasting Room team to deliver an exceptional hospitality experience for all guests visiting Rathfinny Wine Estate, by providing a consistent and high-quality standard of food, beverage & accommodation service. All staff are expected to be ambassadors of Rathfinny, imparting knowledge about the wider business operations and English Wine industry to guests.

KEY TASKS & RESPONSIBILITIES:

- Ensure high levels of customer satisfaction through excellent service and outstanding experiences.
- Developing relationships with customers to encourage repeat visits & develop brand loyalty.
- All staff are expected to be ambassadors of Rathfinny Wine Estate, to promote our brand and 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 visitor experience.
- At all times the customer should be put before any other duties.
- Cross-selling other experiences at the business (i.e visiting the Flint Barns, Cellar Door, booking a tour & tasting, experience package etc.)
- Staff are to be presentable, ensuring that standards of personal hygiene and appearance demonstrate a professional image for our guests.
- To follow the opening/closing and daily procedures checklist.
- Maintaining the clean, tidy and attractive consumer-facing areas and Back of House areas.
- To ensure that mise-en-place is ready for service (glassware, cutlery etc).
- To hold pre-service briefings with the Chef & FOH teams, providing daily updates about guest booking notes/from the kitchen team.
- To meet, greet and seat guests in a welcoming and efficient manner.
- To be able to confidently recommend Rathfinny products and impart knowledge/recommendations.
- To demonstrate excellent knowledge of the food and wine offering.
- Follow hygienic food and beverage handling procedures.
- To serve food, wine and other beverages proficiently, ensuring a professional delivery of Rathfinny products.
- Strong and effective communication methods with the rest of the FOH team, kitchen team and all other areas of the business.
- Be aware and understand Health & Safety policies in place.

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- To be able to handle customer feedback & complaints courteously, and to communicate them to the Manager when required.
- Cash/ PDQ machine handling.
- Efficient and thorough knowledge of the POS system/ reservation system.
- Weekly & monthly meetings with the Manager to ensure sales are on track with the forecasted budget.
- Attend Full Team training/meetings when requested.
- Weekly stock ordering.
- Monthly stock counts and submission to the finance division.
- Other tasks and project work as directed by the Guest Relations Manager.

TRAINING PROVIDED

- An introduction to Rathfinny to ensure you have a good understanding of the Estate and vision of the business.
- Tour of the vineyard, winery and bottling building.
- Detailed tasting of all Rathfinny products with notes provided.
- A tour of the full Wine Tourism offering- Cellar Door, Flint Barns & Tasting Room Restaurant.
- Coffee barista training (if required)
- Use of the reservation system/POS back office and till system.
- There may be times where you are required to attend a training course on or off site.

SUMMARY OF REQUIRED SKILLS.

- Excellent customer service skills- attention to detail is essential.
- Self- motivated and able to work individually and as part of an enthusiastic and vibrant team.
- Excellent and proactive communicator, being at total ease with the public.
- An ability to work closely, supportively and flexibly with other team members.
- A willingness to learn about viticulture and the winemaking business.
- Proficient with IT software & able to learn new hospitality systems.
- Enthusiastic and confident with a passion for food and drink

B CORP

Actively participate in B Corp certification and the adoption of the highest standard in social and environmental performance, public transparency, and legal accountability to balance profit and purpose. Teams will decide their annual targets and as a member of that team, you will be expected to show how you have contributed to them. Personal targets towards our mission are encouraged but these are not discussed and assessed in the same way.

EVERYONE IS WELCOME

Rathfinny is an equal opportunities employer and actively supports Human Rights, and all Equality legislation. Our ethos is to respect and value people's differences, to help everyone achieve more at work as well as in their personal lives so that they feel proud of the part they play in our success.

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We believe that all decisions about people at work should be based on the individual's abilities, skills, performance and behaviour and our business requirements. We are committed to the fair treatment of our staff, potential staff or users of our services, regardless of race, gender, religion, sexual orientation, responsibilities for dependents, age, physical/mental disability or offending background.