

Merryvale Vineyards

Part-Time: April through October

Position Description: The concierge for Merryvale is a key member of the guest relations team and is the initial contact that most guests have when calling to book an appointment or visit the estate. Therefore, exemplary communication skills, a professional demeanor and a high level of customer service are required to ensure that all guests receive an experience that is congruent with the philosophy of Merryvale.

Ideal candidates will have experience executing a high-quality winery hospitality program, vast knowledge of wine and the Napa Valley, excellent people skills and a customer service focus.

This is a part time position that will require working weekends and holidays with approximately 14-18 hours per week. Must be able to effectively stock wine; be able to utilize dolly-cart and heavy lifting of up to 50 pounds repeatedly.

Essential duties include (but are not limited to):

Providing a welcoming atmosphere and unique tasting experience to all customers.

Describe wines, vineyard practices, winemaking, and estate history.

Describe club member benefits and encourage all guests to join.

Accurately handle routine purchasing transactions.

Keep the tasting room immaculately clean, orderly and inviting.

Keep marketing materials stocked and up to date.

Provide guests information and assist guests as local concierge.

Assist with hospitality special events and outside functions as needed.

Compensation:

Hourly + Gratuity; approximately 14-18 hours per week. Rate based on experience.

After a 90 day probationary period, additional incentives may be implemented.

Send resume and cover letter to:

Kai Whitney

Director of Retail Marketing

kwhitney@merryvale.com