

Position Classification: Service and Support

Responsible for: Prompt and courteous service to customers and actively promotes the sale of the Company's wine products. Maintains high standard in presentation, cleanliness and neatness of cellar door and surrounds.

Leadership/Business influence: Minimal supervision, working independently/proficiently.

Reports to: Site Manager

Supervises: N/A

Main Functions and Activities

Open/Close of premise

- Ensure opening/start of day procedure is followed prior to customer arrival.
- Open premise in accordance with daily hours of operation.
- Ensure premise is secure on departure.

Customer Service

- Responsible for the delivery of prompt and courteous service to customers.
- Facilitate and conduct wine tastings for customers.
- Promotes responsible service of alcohol.
- Maintain sound knowledge of Company and competitor wine products.
- Actively promotes the sale of the Company's wine products and promotional materials.
- Actively aims to increase customer expenditure.
- Process transactions via till and EFTPOS facilities.
- Deal with correspondence and phone enquiries.
- Process, prepare and despatch phone/mail orders.

End of day Processing

- Ensure end of day procedure is followed after customers have departed.
- Check with the supervisor for next day requirements, prior to clocking off.
- Communicate any issues arising during your shift to your Manager/Supervisor.
- Responsible for change, float, summary/end of day reports.

Wine samples

- Mock up wine samples for wine trade shows, tenders, wine writer, promotions and marketing departments.
- Package and despatch replacement wine for complaints.

General duties

- Ensure Cellar Door Sales premise and surrounds are kept clean and tidy at all times.
- General housekeeping duties including; vacuuming, dusting etc.
- Cleaning and polishing of glasses used for tasting.
- Ensure the freezer, fridges and shelves are stocked with food, drinks and confectionery.
- Ensure shelving housing wine products is well stocked and presented. Wine labels to be facing the front.
- Record all stock movements.

Promote safe attitudes and work practices

- Comply with all WH&S policies and procedures.
- Wear Personal Protective Equipment (PPE) as specified.
- Report all accidents, near misses and unsafe work practices/hazards to your Manager/Supervisor.
- Maintain all equipment to a safe working standard.
- Work on a manner which is conducive to WH&S.

Measures - Compliance with Company policies and procedures. Incidents reported in accordance with Company procedure. Maintenance schedules adhered to at all times.

Internal contacts: Cellar Door Sales Assistants

External contacts: Customers

Essential Capabilities and Experience

- Punctuality
- Honest, reliable and trustworthy.
- Outgoing hands on attitude.
- Customer service focussed.
- High standard of dress and grooming.

Desirable Capabilities and Experience

- Passionate about wine and food.
- Relevant studies in wine.
- Cellar Door Sales experience.