
Job Description – Reservationist/Guest Concierge

Want to "Get Lost" with your favorite crew in the Texas wine industry? Have we got an opportunity for you! Lost Draw Cellars is looking to expand our team to add an experienced receptionist. The perfect candidate will be a team player who is willing to wear many hats and will be a master at anticipating change, planning for challenges and solving problems on the fly. This person will strive to build customer satisfaction.

What you will be doing:

- Ability to provide exceptional written and verbal customer service and manage heavy volume of customer calls, emails, and requests
- Experience managing guest reservations and stepping in as host/hostess as needed
- Strong sense of customer service and desire to create an unforgettable experience for our guests. That experience begins with you.
- Quickly and effectively resolve guest service issues; possess the innate ability to turn guest service problems into opportunities
- Strong organizational skills and demonstrated experience in planning, organizing, and delivering administrative services to support organizational activities and events
- Experience coordinating, collaborating, and working effectively with other departments
- Knowledge and experience with reservations management practices
- Intermediate to advanced proficiency with Microsoft Office, including Word and Excel; G-Suite/Google Applications and Google communication systems
- Availability to work Fridays, Saturdays, Sundays and select holidays

Qualifications:

- Customer service or hospitality experience required.
- Goal oriented and able to work as part of a team.
- Proficient in POS (Point of Sales) systems and computer skills.
- Competitive pay depending on experience.

Lost Draw Cellars is committed to 100% Texas Wine and we take pride in our roots, both in the Vineyards and in the Tasting Room!