
Tasting Room Manager

Position Objective: You will coach and lead a tasting room team (ranging from 30 to 60 individuals) that shares our premium Texas wine through intimate experiences with each of our guests. You effectively lead and manage our tasting experiences across the William Chris Vineyards estate. Most importantly, you are responsible for ensuring that your team provides every guest with a memorable, world class experience, by leading, training, and developing the team and effectively sharing our brand's winemaking and growing philosophy.

Duties/Responsibilities:

Leadership

- Understand and effectively communicate company vision, mission, values, goals, culture and news.
- Interview, hire, train, schedule, and supervise Tasting Room staff.
- Manage tasting room personnel ensuring effective staffing and assignment of appropriate duties.
- Hold regular staff meetings to promote education, morale, communication and team building.

Operations

- Effectively make decisions based upon staffing, capacity, and overall guest experience.
- Ensure tasting room is prepared daily for opening and executes opening and closing duties.
- Check calendar daily for reservations, VIPs, members, and special requests to maximize every guest experience.
- Manage tasting room wine and merchandise inventory.
- Merchandise tasting room wine and products in attractive, effective, and functional manner.
- Maintain a clean, organized, and secure environment.
- Ensure adherence to all codes, regulations, and sanitation expectations for wine and food service.
- Follow all William Chris Vineyards policies and procedures to include but not limited to the emergency plan, dress code, and employee handbook.
- Collaborate and partner with Wine Club to ensure full tasting room support for events and release parties.
- Partner with internal and external chefs for dinners and private events.
- Oversee planning and coordination of on-site events to promote William Chris Vineyards.

Goals/Budgeting/Metrics

- Reconcile daily numbers and cash.
- Report results on a daily, weekly, monthly, quarterly, and annual basis.
- Promote and procures wine club leads.

- General budgeting, sales management, expense management, reporting, and forecasting.
- Track, manage, and coach team success through KPIs.

Customer Service/Guest Experience

- Develop and deliver exceptional guest experiences to all winery guests and members.
- Develop positive relationships with members, guests, and prospective members.
- Partner with Director of Education and Experiences to develop elevated experiences and staff training.
- Assist in developing tasting menus to maximize the guest experience and sales.
- Monitor readiness of tasting room facilities, parking, bathrooms, grounds, etc. for maximum guest experience and perception.
- Respond to customer requests, suggestions and complaints. Acts as the first point of escalation for all customer concerns and issues.
- Adhere to all TABC requirements including but not limited to avoiding overserving any guest(s), avoiding serving any underage guest(s), and maintaining a current TABC certificate.
- Other duties and projects as assigned

Competency/Qualifications:

- Must possess a sense of urgency and positivity while being a team player.
- Must be able to work our peak times, including Fridays, Saturdays, Sundays, and some holidays.
- Must be creative, outgoing and possess great communication and leadership skills.
- Must have the ability to multitask and complete duties, tasks and projects, despite interruptions.
- Must have the ability to lift up to 45 lbs. repeatedly.
- Must be a self-starter and have the ability to complete duties, tasks and projects with little or no supervision.
- Must be passionate about winning and leading a team to meet/exceed company goals.

Job Type: Full-time