

## Guest Concierge / Reservationist Job Description

At William Chris Vineyards we are all hands on deck - all the time. The action never stops. Here, everyone appreciates that it takes a village to make the wheels turn day to day. Since we are growing fast, we're looking to add an experienced receptionist to the team.

The perfect candidate will be a team player who is willing to “work in the grey,” that may happen a lot because everyone wears multiple hats. Don't look for a “black and white” job description or this isn't the right fit.

The ideal addition to our team will be a master at anticipating change, planning for challenges, and solving problems on the fly. This person exemplifies what it takes to build customer satisfaction as if it's second nature.

Feel confident you can keep your wits about you, and maintain your cool? Understand that your reaction affects many including our guests? Are you able to move fast, work smart, and end the day with pride in how you contribute?

This job may be for you if you feel confident in the following :

- 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 – each guest shares a piece of our world and becomes a part of our story. That experience begins with you.
- Quickly and effectively resolve guest service issues; possess the innate ability to turn guest service problems into opportunities
- Enthusiastically and effectively communicate guest experiences and calendar visits adhering to property policies and consumer expectations
- 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, some Sundays and select holidays

If working with WCV sounds like your 'cup of wine', we'd be “pleased to share a piece of our world” with you on board.

### What We Offer

- Competitive Salary
- 75% Company paid health insurance
- Life Insurance
- 401K
- Gym Membership
- Personal and professional development opportunities

- Real. Texas. Wine. monthly allotment