

Position/Title:  
Assistant Tasting Room Manager  
Job Location:  
Purcellville, VA  
Job Category:  
Hospitality and Retail  
Date Posted:  
Monday, April 19, 2010  
Company:  
Breux Vineyards  
Full Time / Salaried  
Description:

Breux Vineyards, a family owned and operated winery in Loudoun County VA, has an opening for a highly energetic and enthusiastic Tasting Room Manager. In addition to the job description, this person must exude customer service with the ability and passion to create customers for life.

**SUMMARY:** The Assistant Tasting Room Manager is responsible for the day to day operation of the tasting room and guest experience at Breux Vineyards, carrying out the company mission to create guests for life by creating memorable experiences. This position also is responsible for driving wine sales in the Tasting Room, merchandising for the retail shop, assisting the Cellar Club Manager drive Club memberships through staff and customer education, managing the Tasting Room staff, conducting wine tastings and tours and assisting with the shipping of wine that is purchased online and in the tasting room under the guidance and supervision of the Director of Sales and Hospitality.

#### **DUTIES AND RESPONSIBILITIES:**

- Be the leader of customer service and staff education; ensure all Tasting Room Associates communicate in a knowledgeable, professional and gracious manner that is accurate and consistent with the mission and vision of Breux Vineyards.
- Responsible for supervising, motivating and developing all seasonal and part time Tasting Room Associates.
- Assist Director of Sales and Hospitality with the recruiting applicants, interviewing, hiring of Tasting Room Associates as needed.
- Ensure the tasting room is adequately and efficiently staffed at all times by scheduling tasting room associates and MOD functions while accommodating hours of operation, special events, and staff requests for personal time off. Verify that hours are accounted for correctly for tasting room staff.
  
- Ensure tasting room and inventory areas are clean, neat, and stocked at all times; ensures that displays of wine and non-wine products in tasting room are attractive and

maintained.

- Provide day-to-day guidance and oversight of subordinates; actively work to promote and recognize performance. Assign duties and monitor quality of work; assure staff conforms to organizational policies and procedures and government regulations.
- Promote the sale of wine and non-wine products sold in the tasting room and ensure that Tasting Room Associates are trained to identify and pursue sales opportunities presented by contact with guests.
- Monitor and proactively assist the Director of Sale and Hospitality to manage department sales, expenditures and gross margin; prepare annual sales goals, budgets and tactics in alignment with the organizational strategy.
- Utilize POS system to transact sales and maintain tasting room inventory; reconcile daily sales and posts transactions via “End of Day” closing operations.
- Maintain physical inventory of merchandise items in the tasting room and all front of house supplies.
- With the assistance of Director of Sales and Hospitality, maintain the hospitality and wine training program to assure all Tasting Room Associates conduct themselves in a professional manner and extend every courtesy and service to visitors and all Associates are thoroughly versed in the wines of Breau Vineyards, knowledge of other wines, regions, terms and pronunciations.
- Maintain, evaluate and provide periodic reports on the guest survey system.
- Assist in the maintenance of the departmental policies and procedures; train permanent and seasonal staff on policies and procedures, effectively communicate changes and ensure compliance.
- Work with the Director of Sales and Hospitality and Events and Marketing Managers to develop and maintain point of sale materials specific to the guest experience (signage, wine lists, event promotion, etc.).
- Work with other managers to communicate company mission and vision.
- Keep up to date on overall activities of the department and division, identify problem areas and take corrective action.
- Participate in the development of the strategic plan for the organization.
- Represent the company during outside functions when necessary.
- Other duties as assigned

#### SUPERVISORY RESPONSIBILITIES:

- Supervises tasting room/hospitality staff
- Serve as Manager on Duty per published schedule and ensures effective and efficient operations of the facility at all times, even when leaving others as MOD

#### QUALIFICATIONS:

- Strong personal computer skills with various software packages including Microsoft Word, Excel, Outlook, and retail point-of-sale applications.
- Must have strong verbal and written skills with the ability to speak in front of people.
- Ability to establish priorities, work independently, and proceed with objectives without supervision.
- Interpersonal awareness, relationship management and influencing skills.
- Must be proactive and have strong organizational skills including exceptional attention

to detail and follow-through

- Must have proven high-level guest service skills
- Wine appreciation and basic wine knowledge are necessary for this position
- Willingness to work weekends is required
- A valid VA driver's license is required with clean DMV
- Social media knowledge is a plus
- Provide input to social media and website based on customer experiences and feedback
- Must be able to lift 45 lbs consistently and must be able to stand and walk for long periods of time

Education and/or Experience:

- Minimum of Three years related retail or hospitality management and sales experience.
- Two year college degree or equivalent with experience

Salary Information:

Commensurate with experience

Contact Information:

Breaux Vineyards

Jennifer Breaux Blosser

Email Resume and Questions To:

Jennifer Breaux Blosser [info@breauxvineyards.com](mailto:info@breauxvineyards.com)

Subject: Assistant TRM Position

Please, no phone calls or drop ins

An application is posted on our website and can also be emailed upon receipt of resume