



Position Description

Position Title	Retail Sales, Hospitality and Events Team Member
Department	Retail Sales, Hospitality and Events
Reporting To	Cellar Door Assistant Managers / Visitor Experience & Events Manager
Direct Reports	None
Modern Award	Wine Industry Award
Position Classification	Cellar Door : Grade 1 or 2

Position Overview:

The ambition of the Seppeltsfield brand is to deliver a world class destination and wine consumer experience, off the back of a fine wine brand

The Seppeltsfield Retail Sales, Hospitality and Events Team Member will provide service to guests at cellar door, private function and events, on tours, and to customers at the café. The role will be an ambassador of the brand, through delivering an outstanding level of service and experience when hosting visitors and sharing knowledge.

The purpose of the role is to achieve wine sales through dealing an exceptional customer experience through delivering a high standard of service and wine education.

Team Values:

Seppeltsfield Wines is part of the Randall Wine Group. The Randall Wine Group produces premium wine and has significant vineyard holdings across most growing regions in South Australia. We have over 100 full time people, working from vineyards and wineries, to cellar door, sales, administration and finance. The company values of the Randall Wine Group are Team and Respect.

Seppeltsfield Wines, which is one of Australia's oldest wineries that was founded in 1851 by the visionary Seppelt family, is part of the Randall Wine Group. The values of the Seppeltsfield Retail Sales, Hospitality and Events team are:
SERVICE, PRIDE, CONNECTION, FUN And LEGACY.

As a team, Seppeltsfield Retail Sales, Hospitality and Events staff provide outstanding customer experience, with the aim to increase the reputation of Seppeltsfield as a world renowned tourism destination and achieve sales.

Key Tasks & Responsibilities:

You will require exemplary customer service skills, coupled with experience in the hospitality sector and/or wine industry.

Additionally, you will be a team player, with excellent communication skills and a positive and vibrant approach, with the flexibility to work over a 7 day roster including weekends and public holidays.

Tasks Include:-

- Delivering exceptional customer service to Seppeltsfield visitors through establishing rapport with guests to provide memorable experiences

- Hosting wine tastings, tours and processing sales
- Supporting private experiences, tours, events and functions by assisting with set up, hosting, and pack down
- Providing prompt, professional and friendly service to customers
- Maintaining the presentation of the function areas, the café and cellar door area through daily tasks including cleaning and restocking
- Set up and assist with the delivery of group experiences in private areas
- Contribute to the achievement of sales revenue targets through executing sales promotions and implementing sales tactics to achieve sales of wine
- Communicate product and brand information to guests
- Work in a manner which is conducive to & compliant with all Company WH&S policies and procedures.
- Any other tasks as required and requested by the Manager(s).

Quality, Safety and Environment:

- Support the implementation and maintenance of the Freshcare Australian Wine Industry Standard of Sustainable Practice – Winery/Viticulture Standard
- Support the implementation and maintenance of sustainability practices across the site
- Understand, contribute and support the implementation of the site Sustainability Action Plan that underpins the sites commitment to continuous improvement
- Report any incidents/accidents/hazards by following the QSE reporting procedure
- Ensure all licenses, registrations and certificates are up to date and relevant as applicable to the position requirements
- Attend training as required
- Take reasonable care of yourself, your colleagues, the equipment, plant, machinery, workspaces and the environment to support a safe and sustainable workplace

Essential Qualifications & Experience:

- Proven experience in customer service and creating engaging experiences with customers
- Comprehensive wine knowledge
- Able to demonstrate exceptional customer service
- Able to show initiative and work independently and as part of team
- High level of attention to detail and the ability to prioritise work tasks
- Excellent communication skills
- Polite and confident with a great deal of patience
- Aptitude in resolving issues with a customer-focused orientation
- Computer proficiency, including the use of a POS and EFTPOS system & Microsoft Office
- Willingness to acquire extensive knowledge of the Seppeltsfield history, brand and wine products
- An enthusiastic and team-oriented mindset
- Comfortable at multi-tasking, well organized under pressure
- A high standard of personal presentation with a friendly and genuine attitude
- High energy and a positive, pro-active approach with an attention to details



Other Employment Requirements:

- Responsible Service of Alcohol Certificate
- Food Safety Certificate (desirable)
- First Aid Certificate (desirable)
- Barista training (desirable)

Approved:	Date:
Employees Signature:	Date: