

HOSPITALITY MANAGER

EX NIHILO VINEYARDS AND CHAOS BISTRO
LAKE COUNTRY, BRITISH COLUMBIA

We are seeking a passionate, energetic, experienced, and highly motivated Hospitality Manager to join our team at Ex Nihilo Vineyards Okanagan Valley.

Ex Nihilo is an established boutique winery located in picturesque Lake Country overlooking Okanagan Lake. The winery has an excellent reputation for producing premium wines, and delivering a world class guest experience. This is a dynamic role which requires an ambassador who will thrive in a fast paced environment with the ability to manage multiple teams and a variety of responsibilities.

In coordination with our management team, this position will oversee all guest experiences including the Tasting Room and Chaos Bistro. The candidate will work with department managers and staff to ensure exceptional customer service standards and attention to detail. Responsibilities will include hiring, training, scheduling, coordination and planning.

JOB DUTIES

- The Hospitality Manager will be responsible for reaching agreed upon KPIs for each profit centre.
- Collaborate with our Executive Chef to plan seasonal offerings as they relate to Tasting Experiences, Chaos Bistro and Events.
- Be able to train, coach and mentor FOH staff, managing staff performance on a daily basis.
- A strong communicator and able to maintain a professional, business like relationship with all staff, management, vendors, and guests.
- Experienced with staff management, development, and goal setting.
- Maintain desired inventory levels and controls for retail wine, merchandise, service supplies and materials.
- Ensure opening and closing duties are followed according to checklists - ensuring compliance with all restaurant security procedures.
- Ensure cash management procedures are completed timely and accurately.
- Must have a valid Serving it Right Certification - Valid First Aid is considered an asset.
- Adhere and comply with all company policies.
- A strong in-depth knowledge of our wine product and suggest pairings, and ability to train staff to elevate their wine knowledge.
- A strong in-depth knowledge of our food menus and our ingredients, showing an understanding and communication toward food allergies and dietary concerns.
- A passion for building a strong rapport with all our customers, connecting with all incoming guests to ensure superior customer service it always met at an exceptional level.
- A strong understanding and compliance with our Health and Safety Programs and in house Covid- 19 policies and procedures

REQUIREMENTS

- Applicants should have a minimum of at least 3 years of restaurant management and/or tasting room experience.
- Minimal two year post-secondary education.
- Must have proven leadership skills with the ability to train and motivate others to a superior level of customer service and adherence to all company policies.
- A strong work ethic, great team player, regular/reliable attendance and a high level of honesty and integrity.
- A strong ability to use and operate all relevant computer applications.
- Exceptional written, verbal communication and interpersonal skills.
- Must love working with people, entertaining guests and have a passion for the Okanagan wine industry.
- The position's requirements include standing for long periods, lifting up to 40lbs and working indoors and outdoors.
- Must be available to work evenings, weekends and holidays as required.

The position provides competitive pay and benefits based on experience.

Please send your resume to decoa@exnihilovineyards.com