

EX NIHILO

Job Title: Tasting Room Associate

Company: Ex Nihilo Vineyards

Location: Lake Country, British Columbia, Canada

Position Type: Part-time/Full-time, Seasonal

Description:

Ex Nihilo Vineyards Okanagan Valley Inc. is an established vineyard and winery operating in Lake Country, BC. Ex Nihilo is a privately held company owned by the Azhadi Group, a group of companies which develops and operates wineries and vineyards throughout the Okanagan Valley.

We seek to provide meaningful work and create meaningful relationships. We respect people; we communicate openly; we are team players; we are accountable; and we are trustworthy.

We strive to deliver best in class beautiful experiences to our people and our guests. Gratitude is at our core; whether it be the land, the opportunity, or the people who we work with and visit us. We are building an environment where people come together, feel valued and will grow in their respective career paths.

Ex Nihilo Vineyards is seeking enthusiastic and guest-oriented individuals to join our team as Tasting Room Associates. As a Tasting Room Associate, you will play a pivotal role in delivering exceptional guest experiences while showcasing our premium wines and cultivating positive relationships with our clients.

Job Description:

- Collaborate closely with fellow tasting room associates, support staff, and other departments to provide outstanding service and foster positive guest relationships.
- Assist in the setup and execution of various tasting experiences, guiding guests through wine selections, explaining characteristics, flavor profiles, and production methods.
- Aid guests in choosing wines based on preferences, offering insights on food pairing, and answering questions related to wines and membership benefits.
- Promote Ex Nihilo wine club memberships and upcoming events, addressing inquiries from guests.
- Demonstrate attention to detail, professionalism, and effective communication to ensure guests receive top-tier service throughout their visit.
- Provide food and beverage service, maintaining clear communication with kitchen and support staff.
- Follow sales strategies to achieve set goals as directed by the Manager, Wine Experience Operations.
- Utilize POS terminals and CRM platforms for order processing, billing, payments, sales, and reservations.

Qualifications:

- Serving it Right Certificate
- WSET an asset
- Previous experience in hospitality, customer service, or wine industry preferred.

- Strong communication and interpersonal skills.
- Ability to work collaboratively in a fast-paced environment.
- Comfortable standing and walking for extended periods, primarily outdoors.
- Capable of lifting and carrying objects up to 40 lbs.
- Ability to work days, some evenings and weekends
- Knowledge of wines, production methods, and food pairing is an asset.

Join our team and be part of an exciting journey in the world of premium wine experiences at Ex Nihilo Vineyards!

To apply, please submit your resume and cover letter to sarah@exnihilovineyards.com