



LA MARE WINE ESTATE

— JERSEY —

Job Title: Wine Tasting Host - La Mare Wine Estate

Reports to: Tourism Supervisor

Introduction

La Mare Wine Estate, Distillery and Cider Farm is a unique venue situated in the beautiful Jersey countryside, comprising a working estate of vineyards, orchards and beautiful grounds. Established in 1972, La Mare has grown from a small vineyard into a busy tourism attraction, wedding and corporate venue as well as producing a range of local products.

Set in the peaceful grounds of a traditional 18th century granite farmhouse, La Mare Wine Estate is a working 25 acre domain, committed to creating the very best wines, ciders and spirits, along with hand-made preserves, fudge, chocolates and Jersey Black Butter, produced within the Genuine Jersey range.

The estate itself is a fascinating combination of history and tradition with historic buildings and beautiful gardens. In addition to the main Estate, the company also has two retail outlets situated in King Street and at the Airport, selling from the Estate range as well as other products created by local producers and artists.

We are looking to recruit an enthusiastic individual who are dynamic, motivated and believe in excellent customer service to join our seasonal team as Wine Tasting Hosts / Tour Guides.

1. Job Purpose: The Role

The Wine Host will oversee every aspect of our guests' experience at La Mare Wine Estate and will work alongside our Events Manager to execute the highest levels of service and hospitality. The ideal candidate will have a passion for wine, people, food and Jersey. They are not only open to change, they embrace it, love to learn, and are ready to become a key player in a winery poised to enter an exciting growth phase. This is a unique chance to be part of a small and passionate team looking to make an impact on the world of fine wine.

2. Benefits

- 2.1. Working in a beautiful location
- 2.2. Free Parking
- 2.3. Staff discounts
- 2.4. Flexible hours
- 2.5. Competitive rates of pay.

- 2.6. Meeting and interacting with visitors from different places and different walks of life.

3. Responsibilities – Accountabilities

- 3.1. Develop attuned customer service standards along with the Management Team through strong rapport with customers, identifying customer needs and setting up methods to assess and improve customer service continuously.
- 3.2. Maintaining adequate stocks and remerchandising within the retail and tour areas.
- 3.3. Adhere to the Health and Safety policy.
- 3.4. Maintain control of cash management.
- 3.5. Ensure a presence Front of House as the face of customer service for La Mare on site.
- 3.6. Delivery of the Estate Visitor Experience, ensuring customer satisfaction and maximising opportunities to involve the customer in all the Estate has to offer.

4. Skills – Knowledge – Experience

No previous experience in tour guiding or wine knowledge is required as full training will be given, however, a positive outlook is an essential ingredient of this enjoyable and rewarding role.

- 4.1. Experience in a customer facing environment.
- 4.2. Excellent interpersonal and influential skills along with excellent customer service skills.
- 4.3. Drive and energy with the ability to work within a team.
- 4.4. Cross-functional working skills.
- 4.5. A creative and open-minded approach to problem solving.
- 4.6. Excellent time management and customer service skills are a must together with the ability to communicate effectively at all levels both orally and in writing.