



Position Description

Position Title	Functions and Customer Service Assistant
Department	Retail Sales, Hospitality and Events
Reporting To	Visitor Experience & Events Manager / Cellar Door Assistant Managers
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 primary objective of the role is to assist the Visitor Experience & Events Manager in the delivery of all aspects of functions and events within the venues. The Seppeltsfield Functions and Customer Service Assistant will provide service to guests at private function and events, and customers at the café or in cellar door. 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 to maintain a high standard of presentation at each of our venues and assist in delivering events with a high standard of service that enhance the reputation of Seppeltsfield.

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:-

- To set up, assist and clean up post functions.
- Delivering exceptional customer service to Seppeltsfield visitors through establishing rapport with guests to provide memorable experiences
- Supporting private experiences, events and functions by assisting with set up, wine pouring, hosting, pack down

- To follow the run sheet(s) of functions provided
- Facilitate beverage tray table service and serve at the bar at functions
- Assist the Visitor Experience & Events Manager with general enquiries and conducting appointments and venue walk throughs
- Facilitate linen requirements – ensuring a list of stock on hand is given to Visitor Experience & Events Manager as required and that stocks in function spaces are replenished
- 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 tastings in private rooms
- Providing service to customers at the café and Cellar Door as required
- 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).

****Some heavy lifting and manual work is required for set up and pack down of functions.**

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: