



Position Description

Position Title	Wine Sales Team Member
Department	Retail Sales, Hospitality and Events
Reporting To	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 Seppeltsfield Wine Sales Team Member will provide tasting with customers in cellar door, conduct tours through our historic cellars, and serve guests at private functions. 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 a range of tastings at the Cellar Door to the general public
- Set up and delivery of group tastings in private rooms
- Conduct tours through our historic cellars and winery buildings
- 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
- Maintaining the presentation of the Cellar Door area through daily tasks including cleaning and restocking
- Supporting private experience and functions by assisting with set up, wine pouring, hosting, pack down etc
- 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).

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

Approved:	Date:
Employees Signature:	Date: