

“Find a job you enjoy doing, and you will never have to work a day in your life.” – Mark Twain

Selected as one of the best places to work in the North Bay by the North Bay Business Journal, Ledson is an established Sonoma Valley family owned winery and hotel. Ledson has a quality first mantra, not only with our wines but also our tasting room, grounds and guest’s experience. As a family owned winery, we believe our customer comes first and it is our goal to provide them exceptional hospitality.

Winery Concierge

As a Winery Concierge you will play an important part in our hospitality program by offering first class hospitality. It starts by greeting each winery guest personally in a warm and friendly manner, while communicating the Ledson family history and educating them about our Castle and other Ledson properties. After which you will present an overview of our tasting experiences and guiding them to the area where you will introduce them to their winery host to continue their unforgettable visit.

In order to provide the guest with a seamless experience you will be managing the reservation requests by phone or email in a fast and professional manner by using our reservation system. On the day of their visit you will have prepared personalized tasting menus and other printed information for our guests.

As you play a key role in the winery’s guest operations, you will also assist in maintaining the timing of the tasting experiences and effectively communicating any changes with other staff, track guest information accurately and monitor the tasting areas to ensure timely set up, breakdown and cleanup and perform other duties assigned by your supervisor.

KNOWLEDGE, SKILLS, ATTITUDE AND ABILITIES

- Excellent communication and interpersonal skills
- Be a ‘team player’
- Learn the Ledson family history and communicate it to visitors as needed
- Winery and/or restaurant experience preferred
- Customer service experience required, 2 years minimum
- Learn and use the winery software system (AMS)
- Qualify guests entering the property or over the phone and direct them to an appropriate experience
- Proficient in Microsoft Office applications (Outlook, Excel, Word, PowerPoint) preferred

JOB REQUIREMENTS:

- Must be well organized and able to manage multiple tasks in a timely and professional manner
- Must display excellent customer service skills
- Must be able to work independently in a fast-paced environment and take responsibility of the job
- Must communicate and work well with other department, customers, industry professionals, management, supervisors, and co-workers
- Must be able to stand for up to 8 hours
- Must be able to lift up to 45 lbs
- Must be able to work weekends and holidays

- This position ensures smooth operation within the winery's hospitality department through greeting and directing of our guests to their tastings and appointments and by supporting other daily hospitality activities. This position is the first point of contact for all visitors and is crucial to conveying the Ledson culture and history to them

COMPENSATION

- Competitive hourly wages
- Medical/Dental & Vision Benefits available
- Vacation, Sick and Holiday pay
- Generous employee discounts

Job Type: Full Time