



FITZPATRICK

FAMILY VINEYARDS

Host/ess – FITZ Bistro

Fitzpatrick Family Vineyards – Peachland BC

Position Title: Host/ess

Position Available: May – October 2017

Fitzpatrick Family Vineyards is opening the doors to our newly constructed winery at Greata Ranch in April 2017 for our inaugural hospitality season. FITZ Bistro will be one of the key remarkable experiences at the winery serving food, wine, beer, craft cocktails and sparkling wine flights from around the world. The Host/ess team will be gracious ambassadors of our bistro and winery experience. They will keep the bistro's reservation system well organized while providing clear communication of changes to the service team. Host/ess shall recognize repeat guests to ensure they are welcomed back and any logged preferences are communicated to the service team. The host/ess team will demonstrate a passion for sparkling wine as #whywaittocelerbrate.

Responsibilities:

- Introduce and educate guests to Fitzpatrick Family Vineyards sparkling and still wines through engaged conversations
- Responsible for directing guests to their function or table in the restaurant
- Answering the telephone and encouraging guests to make a reservation
- Log any group dining requests to pass along to the manager in a timely fashion
- Learn and maintain an up to date knowledge of our wines, features, retail, events, bistro menu & organized tours
- Providing premier guest experiences and allowing guests to enjoy sophisticated ease while at the winery.
- Build a brand following by recognizing repeat guests and creating reasons to come back on a regular basis

Position Requirements:

- 2 Years of retail sales or hospitality experience paired with passion a to sell
- Proven experience and interest in selling wine
- Natural ability to entertain and be a gracious host



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- Ability to providing remarkable guest experiences
- WSET or ISG certificate is an asset
- Valid 'Serving it Right' certificate
- Required to use stairs and stand or extended periods of time
- Our team must have flexible schedules to maintain the operations tasting rooms and tours running 7 days per week
- Duties as assigned

All resume's should be submitted to jh@fitzwine.com Jeff Hanson, Director of Sales and Hospitality