

Hospitality Director

Position Purpose:

The Hospitality Director is responsible for creating and leading the service team in order to create a satisfying and engaging experience. Passion for wine, service and guests' experience is essential for this position.

Responsibilities/Duties/Functions/Tasks:

- *Build, train and lead an engaging and wine-savvy service team*
- *Coordinate with winery owners to deliver their vision to our guests*
- *Coordinate with the winemaking team to communicate the hows and whys of our wines to the service team & guests*
- *Coordinate with the marketing and social media team to support programs and specials that are part of our marketing*
- *Coordinate with the wholesale wine team to provide exceptional experiences to visiting wholesale partners, on and off premise customers, wine writers, somms and influencers.*
- *Coordinate with Wine Club director to tailor and elevate experiences of club members*
- *Oversee and/or participate in all mandatory training and meetings*
- *Maintain a constant awareness of guests' experiences and servers' needs to execute a flawless and engaging experience for guests.*
- *Insure that service areas are set and ready before every shift*
- *Keep service team informed of daily menu and wine features*
- *Monitor and assure proper stock of service items and sales inventory*
- *Communicate with staff and guests in a poised and professional manner*
- *Assure that all side work and daily cleaning tasks are executed properly and consistently*
- *Be aware and assure that the service team maintains proper service cadence including the greeting of guests, taking orders, delivering wine and food, checking back with tables, clearing tables, and preparing for next seatings.*
- *Assure the cleanliness of the service area*
- *Maintain positive and helpful attitude with all guests and Red Newt employees*
- *Maintain a professional demeanor and adhere to proper dress policy*
- *Follow guidelines and expectations as stated in the employee handbook*
- *Other duties, as assigned*

Requirements

- *Excellent verbal communication skills*
- *Ability to multi-task*
- *Ability to maintain neat, professional and clean appearance and practices*
- *Ability to work while standing for long periods of time*
- *Ability to work in a team environment with other servers, host, bar-backs, baristas, crossover servers and supervisors.*
- *Ability to adhere to proper health and safety standards including COVID-19 guidelines and practices*
- *High level of professionalism and passion for the industry*
- *Ability to maintain a calm and collected demeanor under and fast-paced working conditions*
- *Ability to efficiently lead a team with servers and all other Red Newt team members*
- *Flexibility with scheduling including weekends and holidays*

Preferences

- *Previous high level hospitality experience*
- *Knowledge of wines from the Finger Lakes and other wine regions of the world*

Benefits

This is a full time exempt position with competitive salary, medical benefits, retirement, and paid time off. As expertise and wine knowledge is a critical element of this position, participation in professional development seminars, WSET and/or other training, and appropriate wine conferences is encouraged and supported.

Red Newt offers a great work environment and benefits. And most of all, Red Newt and the people who work here are a pretty cool bunch (of grapes)!