

# BRAVE & MAIDEN

ESTATE

**Job Title:** Tasting Room Host  
**FLSA Status:** Full time/Regular/Exempt  
**Reports to:** Tasting Room Manager

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## About Us

Brave & Maiden Estate (BME) has a simple mission: to craft extraordinary wines and share them with unforgettable hospitality. And we are committed to building a team to make that vision a reality.

Since the opening of our new winery and tasting room in the Fall of 2018, we have always offered elevated, unconventional, and unforgettable hospitality to our guests.

## About the Position

The ideal candidates for our full-time tasting room roles will execute the day-to-day operations of the tasting room and ensure the delivery of a seamless customer experience. In the tasting room s/he takes responsibility for designing and hosting unforgettable experiences that leave lasting impressions on guests and ultimately builds relationships between them and the brand. S/he is responsible for helping increase direct-to-consumer (DTC) sales and grow the young brand. S/he executes the programs that have been set in place to successfully fulfill our mission and business objectives. S/he thrives in an environment where risks are encouraged, responsibilities are varied, and everyone works hard to build something special.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Tasting Room Operations: helps with tasting room floor operations which include but are not limited to: maintaining housekeeping standards (ensuring the safety, productivity, and on-brand aesthetic for all visitors), conducting opening and closing procedures including cash handling, and overseeing tasting menus and collateral.
- Hospitality: helps set a new bar for regional hospitality; thinks creatively and unconventionally to deliver unforgettable experiences for guests and helps create BME fans. Creates and conducts daily tasting programs, VIP experiences & events.
- DTC Sales: achieves retail and profitability goals through Wine Club Membership sign-ups, tasting room sales, events and data collection.

## About You

The requirements listed below are a sampling of the knowledge, skills, and abilities we're looking for. They are by no means exhaustive and the successful candidate will undoubtedly bring many more qualities to the table.

- Wine knowledge is not required, but preferred.
- You are driven to meet goals and see results.
- You have an inherent ability to read a guest and connect with them, improvising the guest's experience

based on their personality and interests.

- You see the good in people. You are team-oriented. You enjoy working collaboratively.
- You see value in feedback. You offer and seek out suggestions for improvement.
- You are a go-getter. You look for ways to contribute rather than waiting to be assigned specific tasks.
- You have strong communication skills, both verbal and written.
- You are a process person. You are organized and you know how to prioritize work.
- You are creative and resourceful. You feel comfortable with the idea of creating and executing new/unique hospitality experiences.
- You're a consummate host. You genuinely enjoy entertaining others and ensuring your guests enjoy themselves. You have proven experience hosting hospitable and memorable guest experiences for luxury consumers.
- You've made money for a business. You have a proven record of driving sales, regardless of the product.
- You're reliable and able to work a flexible schedule as needed, including weekends and holidays.
- You're a good neighbor. You represent BME in the local wine and tourism industry, to our immediate neighborhood, and to the greater Santa Ynez community.
- ...and the catchall "other duties as assigned." We're a small team and we are looking for someone that always wants more responsibility and personal growth.

#### PROFESSIONAL REQUIREMENTS

- 2+ years wine retail related experience or similar experience in another role in the hospitality industry
- POS skills

#### PHYSICAL REQUIREMENTS

Following are a few physical requirements that must be met by an employee to successfully perform the essential functions and key responsibilities of this position.

- The ability to work in a constant state of alertness and in a safe manner at all times.
- Frequent operation of computer and other office equipment
- The ability to stand for long periods of time, but also sit at a workstation, walk, climb stairs, bend, lift, twist, pull, push, carry, grasp, reach and stoop as needed, and lift and carry up to 50 pounds.

#### How to Apply

Email resume to [work@braveandmaiden.com](mailto:work@braveandmaiden.com).

Salary is commensurate with experience but, with a generous benefits package, will be highly competitive.