

Job Description

Title: Reservationist

Department: Schramsberg Visitor Center

Reports to: Schramsberg Visitor Center Manager

FLSA Status: Non-Exempt

Summary:

The reservationist is responsible for booking and maintaining the Visitor Center's reservation system and calendar as well as ensuring that our guests understand the wine experience that they are booking and all other information that will enhance and help them during their visit. This position also courteously greets guests by providing an excellent first impression.

Essential Functions:

- Maintain the Visitor Center's reservation system and calendar.
- Book and Confirm reservations via computer, phone and email.
- Process and handle payment transactions (credit card, cash) for wine tasting experiences.
- Provide exceptional guest service in person and over the phone.
- Provide information about Schramsberg, wine club and wines.
- Courteously greet guests upon their arrival by providing an excellent first impression.
- Participate in special events at Schramsberg Visitor Center.
- Assists guests with questions about local attractions, restaurants, hotels and the Valley in general.
- Work on additional projects and perform other duties as assigned by management.

Qualifications:

- 1+ years of experience in a related field.
- Ability to work weekends (required)
- Welcoming and warm attitude.

- Must have excellent interpersonal skills and maintain a professional appearance at all times.
- Familiarity with Cellar Pass reservation system a plus, but not required.
- Knowledge of AMS, Microsoft Office a plus, but not required.
- Able to stay calm under stressed situations.
- Must be able to work effectively without direct supervision.
- Solid knowledge of Napa Valley as a Wine Country tourism destination, (wineries, hotels, restaurants, tour companies, etc.
- Valid CA driver's license with a clean record
- Must be at least 18 years of age.

Physical Requirements:

- Able to lift 50 pounds