

THE
BOLNEY
SUSSEX *Estate* ENGLAND

Bolney Wine Estate, Foxhole Lane, Bolney. West Sussex. RH17 5NB

Bolney Wine Estate in West Sussex is one of the pioneers of the English wine industry and has been a family business since 1972. We are a producer of premium English still and sparkling wines.

At the Estate we welcome thousands of visitors a year for vineyard and winery tours and corporate events and to our on-site café, bar & restaurant.

Role: Tour Guide / Host and Wine Ambassador
Department: Hospitality
Responsible to: Cellar Door Sales Manager

The role will involve weekend working, evening work may be occasional and a willingness to work to flexible working patterns.

Duties to include:

- Conduct tours of Bolney Wine Estate to the specification provided. Understanding the history of Bolney, current practices and providing a brief on the Estate's health and safety (script and training provided).
- Set up and clear down all areas used in order to deliver the tour as specified at the start and end of each tour.
- Perform sales function after the tours of wine and other shop goods that maximise the returns from the tours as a priority.
- Operate and reconcile the Tour and Shop tills for sales and end of day operations
- Be an expert in Bolney wines, promoting wine sales as a priority and upselling other shop products within the shop and café when required.
- Being well presented at all times and offer a warm and open welcome to all visitors to Bolney Wine Estate.
- To establish and maintain good working relationships with colleagues and departments throughout Bolney Wine Estate.
- Ordering stock from the Warehouse to replenish stock in Tour Room and Shop when required.
- Reporting to Tour Guide lead, relay back to management on trends and areas we can improve on.
- Being a 'day-maker' and delivering an exceptional customer experience.
- Helping in the shop and café to assist and serve customers, when necessary, under direction of the Hospitality Manager.
- Attend outside events on behalf of Bolney Wine Estate as required.
- Anything else that may be reasonably asked of you.

Essential Qualifications / Experience:

- Computer literate
- Interest in and knowledge of viticulture and winemaking
- A confident outlook when dealing with customers face to face and a can do attitude
- Strong communication skills. Sound computer skills to use our retail POS system, Word, Excel, internet and email.

Ideal Qualifications / Experience:

- WSET Level 2 upwards.
- Food Hygiene certificate
- Experience with EPOS systems.
- Previous Tour Guide experience helpful

Driver's License essential due to location

Job Type: Part time – competitive salary, dependant on experience.

How to Apply: Submit your CV and a covering letter to jobs@bolneywineestate.com