



Position Description

Position Title:	Sommelier/ Wine Den Host / Beverage Supervisor
Job Type:	Casual / Part Time
Hours of Work:	Flexible
Reports to:	Directly: Assistant Food & Beverage Manager / Food & Beverage Manager Indirectly: Business Manager / Directors
Direct Reports:	Food and Beverage Attendants
Version Update:	July 2024

About Mount Macedon Winery:

The Macedon Ranges has a long and fascinating history, and the story of Mount Macedon Winery is no different. Located on the western slopes of Mount Macedon with impressive views overlooking the Black Forest Valley, MMW sits at 680m above sea level making it one of the highest-altitude wineries in Australia.

Mount Macedon Winery resides in Wurundjeri Woi Wurrung and Dja Dja Wurrung country, with Mount Macedon itself being a place of cultural significance and Indigenous history for First Nation people. Before being named Mount Macedon Winery, the farm itself was called 'Geburrah', which is the local indigenous name for Mount Macedon.

The fertile volcanic soil at MMW was first farmed as a dairy and then, many years later, a blueberry farm before the first vines were planted in 1989 by Don and Pam Ludby. Several years after the initial planting and when the vineyard had become fully established, MMW had ties with Olivia Newton-John's own wine label under her Koala Blue wine range.

We are passionate about great wines that tell a story, that give a sense of place and a taste of the season. At almost 700 metres above sea level, MMW vines have clung to the side of Mount Macedon since 1989, in what is well regarded as the toughest growing conditions of any vineyard on mainland Australia, a reputation we are quite proud of.

Role Overview:

As the **MMW Sommelier / Wine Den Host** you will be responsible for overseeing the hospitality beverage operations when on shift at Mount Macedon Winery, predominantly in The Cellar Door, Wine Den spaces including premium dining experience and intimate tastings. Whilst also support where directed, with beverage training, tastings and stocking for and sales across UUMM Restaurant, Weddings and Events customers. The key focus of this role is ensuring high-quality beverage service, team knowledge and guest satisfaction.

You will provide a hands-on approach to the preparing and delivery of Wine Den tasting or private event experiences. Whilst supporting the operation across the entire venue/s and front of house food and beverage team in guest interactions, table beverage education and service as required during your shift at Mount Macedon Winery.

Your ambition to evolve into a true wine and beverage leader, motivating a well-structured team of food and beverage professionals to provide alongside yourself, consistently outstanding service, employee and customer care ultimately achieving business goals.

Key duties and responsibilities of the role:

Wine & Beverage:

- To contribute to creation of the beverage menus, including pairing, wine and other beverages, sharing wine & beverage knowledge with the daily shift teams
- To ensure the exceptional service standards of beverage across the team and self, representing the region as most preferred premium venue are displayed at all times
- To host intimate wine tasting experiences predominantly in the Wine Den, however also at table across either venue as required
- To provide effective day-to-day communication and nurture positive rapport with customers, clients, suppliers, colleagues, managers and owners as required
- To support the managers in reporting any online information of beverage offerings that may be inaccurate and require correcting
- To plan and execute wine workshops, events, activations to showcase product and venue offerings when required

People & Culture:

- Ensure leading by example at all times, especially during service delivery and whilst working in the operation
- Ensure the team reporting to you arrive to shift timely, well groomed and uniform presented as per policy
- Supporting the leaders with onboarding new employees including inducting to the business and training in role
- Together with the leaders, proactively report any HR queries or issues
- Develop and conduct staff training and regular coaching on wine service, including presenting, pouring techniques, vintages, tasting notes, making process and further required wine knowledge
- Staff culture and team building, including facilitating staff meetings and events to enjoy and celebrate
- Together with managers implement strategies to maintain positive culture and ensure employee retention

Customer Experiences:

- To build relationships with guests to understand their preferences and provide personalised wine recommendations through genuine, friendly and professional interactions, leading by example at all times
- To provide exceptional wine service to guests, including recommendations and pairings, offering knowledge and entertainment through the encounters and experiences
- Proactively report feedback to managers to ensure guest feedback is resolved and responded to timely and effectively
- To ensure consistency in the team populating customer profile notes and CRM to enhance quality of personalised service provided to be sure to celebrate loyal and VIP patronage
- To monitor the provision of quality customer service generally, ensuring supporting the managers to maintain a high level of consistency
- Model sequence of service and best practice for effective handling of customer feedback and customer relations front of house ensuring the MMW reputation at the forefront

Operational Supervision:

- Effective planning for set up, execution and pack down of tasting and private dining experiences in The Cellar Door, and The Wine Den in line with operational hours and service periods
- To be well organised & plan ahead for the shift, ensuring adequate stock levels, equipment, staffing to execute the smooth operations of all events and dining service periods assigned to
- To maintain appropriate inventory levels and storage conditions for all wines and beverages. Conduct regular stock takes and manage the ordering process to ensure well stocked Wine Den, Cellar Door and UUMM restaurant for daily dining and functions.
- When required, supporting managers in conducting site inspections with clients, guests, event staff
- To collaborate and communicate as required with cleaning, maintenance, administration, kitchen, food and beverage managers, business manager and directors to ensure The Wine Den, and Cellar Door are exceptionally presented at all times
- To ensure all beverage components in POS accurate and being utilised efficiently by the team

Financial Responsibilities:

- To maintain beverage costs and reduce wastage during shifts
- To encourage additional revenue, both walk in opportunities and upsells with the team
- To support the managers in providing necessary training and support for optimal efficiencies
- To monitor and ensure accuracy of POS operation, cash handling and end of shift reconciliation
- To minimise operational expenses and service recovery during your shift

Health, Safety, Wellbeing & Compliance:

- Incident reporting, safety protocols and procedures
- To ensure the safety of staff and patrons both during service and when departing the premises
- To ensure Responsible Service of Alcohol policies and registers are maintained
- To ensure team aware of defibrillator and emergency procedures
- To ensure customer and employee data privacy processes implemented and adhered to

Administration:

- To regularly review the business calendars, including but not limited to Accommodation bookings, MMW business, WEV enquiries and inspections
- Collaborating with business leaders to implement procedures and policies with the team
- Any other tasks as directed by the Directors, and/ or Business Manager / Food & Beverage Manager /Assistant Food & Beverage Manager

Authorities:

- Wine, beverage and related consumable orders up to and including \$500, beyond this amount to be approved by Food & Beverage Manager / Business Managers /Directors in writing
- Supplier contracts to be approved by Business Manager/Director/s

Qualifications & Skills:

- Certification from recognised sommelier, WSET course or alike beneficial
- 3 years experience in leadership role across a multi purpose hospitality operation
- Advanced knowledge of wine, including regions, varietals, wine making processes, tasting notes and palate
- Working knowledge of various computer software programs (e.g. Google and Apple Suite, Lightspeed, Seven Rooms, Deputy)
- Positive team influencer and enjoys the mutual exchange of educating others
- Proven ability to drive revenue and loyalty through genuine relationship building with customer
- Proficient written and verbal communication skills
- Excellent organisational skills, time management and attention to detail
- Personable and professional customer service, adequate sequence of service knowledge
- Good understanding of occupational health, safety and wellbeing compliance
- Experience leading and motivating teams on shift with empathy and enthusiasm
- Flexibility, and the ability to work additional hours subject to seasonal requirements
- Valid driver's licence
- Current Responsible Serving of Alcohol Certificate
- First Aid Certificate certificates a bonus

I have read and understand the position description encompassing all role responsibilities, accountabilities and authorities. I have had the opportunity to talk through and ask my manager/employer any questions or concerns and agree to adhere to the performance standards set out in this position description to the best of my ability;

Employee Signature: _____ **Date:**_____

Employer/Manager Signature: _____ **Date:**_____