



Job Description – Guest Experience Manager

The Guest Experience Manager is responsible for the curation and management of all elements of Old Dominick's hospitality endeavors. A recognizable front-facing presence, this position serves as a liaison between guests and hospitality staff to ensure all visitors have an enjoyable experience. The Guest Experience Manager will report directly to the Senior Vice President and their job duties will include, but not be limited to, the following:

- Overall responsibility for execution of Hospitality Programming, including, but not limited to, all Old Dominick tour and tasting programming and Old Dominick virtual and on-site retail operations, which shall be determined and amended from time to time by the Marketing Department and Management
- In this role, the Guest Experience Manager will be specifically expected to:
 - Care for our guests through a hospitable presence on the floor and through coaching and teaching of the hospitality staff
 - Manage all hospitality employees, including staff scheduling, interviewing, performance reviews, disciplinary actions, and training
 - Manage daily business functions including opening and closing procedures, cash accounting and reporting
 - Create, enforce, and update Standard Operating Procedures for relevant front of house operations and duties
 - Monitor all retail inventory and re-stock as necessary
 - Place reorders of merchandise when inventory levels get low and, with approval, add new merchandise
 - Manage retail inventory items and layout to maximize sales and inventory turn
 - Handle booking tours through a tour software and Spirits Shop/Bar sales through a POS system
 - Be an expert on the Old Dominick story, brand, and products
 - Master the tour path, production details, script and tasting program – be capable of conducting a tour and training future staff
 - Manage and assist Bar Manager in bar activities to ensure service and brand expectations are upheld
 - Work with the owners and other managers to achieve financial and overall goals
 - Weekly inventory and cost analysis for tastings
 - Daily inventory reconciliation of spirits in retail

- Monthly orders for spirits in retail, LBD, tasting, and promotional based off a par system
- Hold tasting personnel accountable for over/under pouring and waste
- Maintain the Hospitality Traffic Sales and run weekly vs. previous year(s) sales changes
- Assist with planning and execution of Old Dominick in house and some off-site activations with direction from Marketing, Sales, and Events teams
- Work with Events Coordinator to ensure that all private events run smoothly
- Organize specialty and VIP tours for valued accounts, private groups, and special guests
- Monitor and fulfill donation requests through the donations email account
- Continuous improvement to tour operations, including monitoring tours for consistency to achieve a great tour program in conjunction with Marketing
- Manage and approve all hospitality employee timecards
- Manage and coordinate on-site Single Barrel selection experience
- Maintain the schedule, upkeep, and accountability of the Cocktail Cruiser
- Operate the Front of House as if you own it

EXPERIENCE REQUIREMENTS:

Knowledge/Skills/Abilities

- Extroverted, highly approachable personality
- Strong communication skills
- Strong team management skills
- High attention to detail and execution
- Ability to make decisions and follow through
- Ability and willingness to work non-traditional hours (nights & weekends)
- Ability to handle multiple tasks at once
- Self-starter

Education

Requires high school diploma. College degree preferred.

Experience

A minimum of three years relevant experience in Tourism/Marketing/Hospitality industry required.

To Apply:

Email resume to sanderson@olddominick.com