

Albemarle Estate

AT TRUMP WINERY

We are looking for a full-time Guest Services Specialist to join our team. The ideal candidate must be organized, detail-oriented, and possess excellent communication, and interpersonal skills. We are looking for a self-motivated, dedicated employee who has the ability to work independently as well as with a team and follow directives with minimal supervision. Must be able to adapt to quickly changing priorities, be a fast learner, and have the ability to solve problems in a creative manner. Must maintain a professional demeanor, work well under pressure, and provide exemplary customer service. This position requires availability on weekends as well as holidays. We provide a fun atmosphere with an opportunity to grow, competitive pay with benefits including great, affordable medical and dental insurance (covering 80% of employee premium and 20% dependent), PTO (paid vacation, sick days, and holidays), 401k eligibility after one year, generous employee discount, travel discounts at Trump Hotels, educational opportunities, paid volunteer days, and more.

ESSENTIAL DUTIES:

- Provide exemplary customer service
- Answer questions, assist with requests, anticipate guest's needs: assist with luggage, restaurant reservations, food and tourism recommendations, car service, in-house or off site activity reservations
- Answer a multi-line phone system, make reservations
- Welcome and check in guests, lead tours of the Estate
- Respond to inquiries via mail and email
- Maintain the appearance of the reception, supply, break, and public areas
- Inspect rooms to ensure they always meet the highest standards
- Complete and oversee turndown service, breakfast service, beverage service
- Check out guests: ensuring correct billing, assist with luggage, and give directions as needed
- Perform other duties as assigned including but not limited to general office work, cleaning, back up for other team members

REQUIREMENTS:

- Must be 21 years of age
- Must be able to work weekends, holidays, and evenings as business demands
- Familiarity with general office operations and bookkeeping practices
- Proficient in Word, Excel, Power Point, Outlook
- Experience in Hotel/Customer Service/Hospitality or related field: 1 year
- Valid Driver's license
- Reliable transportation

See why we've been named "one of the best places to work in Charlottesville".

- Competitive pay
- Fantastic benefits including paying 80% of medical and dental premiums
- Vacation, sick and holiday pay
- 401k

- Generous discounts on wine, merchandise and hotels
- Training opportunities
- 2 paid team volunteer days per year

To apply, please email your interest and experience to info@trumpwinery.com or call 434-977-3895 extension 126.

Trump Vineyard Estates is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, national origin, disability, age, protected veteran status, or other categories protected by federal, state, and local law.

Trump Vineyard Estates participates in the E-Verify Program (Identity and Employment Eligibility Verification) and uses E-Verify to confirm work authorization. Candidates must be eligible to work in the United States.

Este Empleador participa en E-Verify (Verificación de Documentos de Identidad y Elegibilidad de Empleo).