Let you inner Mana shine through!

Do you know what Ho’okipa means? Can you exemplify it in everything you do? Are you passionate about wine? If yes, this may be the job for you.

Island Mana Wines has opened its winery tasting room in Waikiki across from the Hilton Hawaiian Village and next to Wailana Coffee House. The tasting room will be open from 2 – 8 pm, 7 days a week.

The winery, founded in Oregon in 2009, produces a range of quality, handcrafted wines such as Pinot Noir and Chardonnay from the Willamette Valley and Cabernet Sauvignon and Pinot Gris from Southern Oregon, but has roots in Kauai and Oahu with its line of dry, Hawaiian tropical fruit wines—guava, mango, liliko‘i and pineapple.

We are seeking an enthusiastic, proactive, problem solving, multi-tasking, customer service-oriented team player to entertain, educate and serve guests in our Tasting Room. This person is passionate about wine and food, but also in tune with hosting our guests with kindness, compassion and the Spirit of Aloha. He/she would have wine knowledge or be interested in learning more about the wine and food lifestyle. Specific job duties include, but are not limited to:

**Job Duties:**

- Welcomes our guests with Aloha and demonstrates the value of Ho’okipa, the unconditional giving and sharing of Aloha
- Interacts with and engages customers with expert knowledge of traditional grape and tropical wine brands
- Actively pursues and achieves team/ individual sales goals in the Tasting Room
- Stocks store supplies from area businesses; replenishes house and guest wine, cider and beer inventories
- Reconciles register at end of shift and/or day
- Answers phones and emails, responds to customer inquiries, takes customer orders and tracks inventory
- Prepares and ships Wine Club and customer orders
- Maintains Tasting Room and surrounding areas to be presentable, professional and clean for our guests
- Hosts guests and conducts guided wine tastings
- Promote winery and tasting room through website, Facebook, Twitter, Instagram, Pinterest, Google Local/Plus, etc.
- Creates monthly tasting room newsletter via Mailchimp; generates ad hoc sales campaigns as needed
- Interface and coordinate hotel groups with concierges; initiate and maintain relationships with local hotel front desks, concierges and restaurants
- Creates special wine events such as blind tastings (OR, WA vs. CA, Rioja, Burgundy, etc.), wine/food pairings, etc.
- Available to work evenings and weekends; current hours are 2-8 pm each day

**Qualifications:**

- Expert in sales; proven ability to makes sales and upsell
- Proactive problem solver; excels working independently
- Tasting room host or marketing experience highly desired
- Established network in Waikiki hospitality business (hotels, restaurants, tour groups, etc.)
- Be passionate about wine and the wine/food lifestyle
- Knowledge of wine required and strong interest to learn more
- Knowledge of Hawaiian culture, values and sense of place
- Outgoing and friendly, but able to close the sale
- Experience in food, beverage or hospitality industries required
- Point of Sale knowledge and use (ShopKeep)
- Graphic design knowledge and experience (Photoshop)
- Ability to work well in a team environment and in close working conditions with employees and customers
- Willingness to pick-up stock items for the store and run errands
- Ability to multitask and manage medium levels of stress
- Ability to stand for long periods of time
- Willingness to work weekends and holidays
- Must be 21 years of age or older and obtain Honolulu Liquor Control Commission Server’s Permit prior to start of employment
- Ability to lift objects weighing up to 45 pounds
- Fluent English oral/written skills required; basic to intermediate to Japanese a plus
- High school diploma or equivalent required. College degree highly desired

We will be hiring 2-3 people for this position. One may be full time, the other part time or two part time positions, depending on schedule and availability of final candidates. This position is expected to start the first week of April, including weekends, between 2-8 pm.

To apply, please submit your cover letter and resume to the email address shown above. Incomplete applications will not be considered.

Starting rate: $10-15/hour, DOE, plus tips, usually 15-20% of sales