



# WINE TOURISM & CUSTOMER SERVICE ROLES

- **Brand new state of the art, multi-million dollar tourism complex**
- **Idyllic southern region of McLaren Vale not far from Adelaide CBD**
- **Opportunity to develop your career to greater heights**
- **Immediate start**

Established in 1912, d'Arenberg is one of the most significant wineries in the McLaren Vale region. Famous for an eclectic portfolio of oddly named wines and a bold red stripe that adorns each bottle, our range is considerable and can be found in over 80 countries world-wide.

The d'Arenberg Cube is a five story architectural puzzle, where visitors will enter into a wine playground, hosting a plethora of interactive experiences designed to awaken the senses. This then leads up to our second restaurant, the Cube Kitchen, followed by a Wine Engagement floor, and finally our brand new Cellar Door; a state of the art tasting room.

We have a number of casual, part time and permanent roles available:

- 1. Reservations & Customer Service Consultants**
  - Centralized reservations
  - Two Restaurants and a Cellar Door
  - Coordinate Wine Experiences and Group Bookings
  - Organise Club members visits and wine orders
- 2. Concierge**
  - Greeting all Visitors upon entering the building
  - Providing information on experiences available
  - Cash handling
  - Check in all pre booked customers
- 3. Retail Assistants**
  - Pack wine and merchandise orders
  - Additional wine sales
  - General customer service
  - Restocking and merchandise displays
- 4. Wine Ambassadors**
  - Wine Tasting
  - Guided Tours
  - Customer service and sales

- Masterclasses and Blending Benches

You will require exemplary customer service skills, coupled with experience in a similar role in the tourism and wine industry.

Additionally, you will be a team player, with excellent communication skills and a positive and vibrant approach, with the flexibility to work weekends and public holidays, and cover staff when on leave.

This is an exciting opportunity to be involved in the highly anticipated opening of this bespoke and unique tourism complex, and join our existing dynamic team.

Please email a CV and cover letter, outlining your experience and the role you are registering your interest in, to [rwhitrow@darenberg.com.au](mailto:rwhitrow@darenberg.com.au)

All enquiries will be kept in strict confidence.