



FOLIO

FINE WINE PARTNERS

HOSPITALITY & SALES SPECIALIST JOB DESCRIPTION

At Folio, we don't just seek employees with a proven track record of success in their chosen profession, we seek to have an organization filled with individuals whose Values and Character align with our Core Values. These values play a key role in the success of our organization.

People

- ◊ The employees at Folio Fine Wine Partners are the most important part of our organization. We encourage a Culture where individuals feel valued, their unique contributions are appreciated, and they're provided with challenge and opportunity to learn and grow. We appreciate the challenges our working families face and we are sensitive to the needs of the **communities** we live in.

Innovative Spirit

- ◊ Folio employees are **curious** and **creative**. They will routinely question process or methods to find better, more efficient ways of doing things. They are uncomfortable with the status quo and always wonder "what if . . ." They will find new, creative ways of accomplishing tasks in a more efficient and effective manner.

Transparency

- ◊ The **Integrity** of a Folio employee would never come in to question. They don't need to be reminded to consider if something is legal, ethical, and the right thing to do for the business. They will always hold true to their word and never compromise our business or that of our partners and customers. They are **leaders** who take ownership of their duties and responsibilities, and strive to perform them at exceptional levels. They hold themselves and others **accountable** for the highest quality work.

Sense of Urgency

- ◊ Folio employees anticipate and recognize when a task or priority requires a true sense of urgency, and they respond appropriately. They are individuals who display a true **passion** for their work and for Folio. They are **driven** to complete tasks, achieve goals, and they are **optimistic** and don't give up. A Folio employee is always mindful of deadlines and priorities, and will go the extra mile to get the job done.

Mutual Success

- ◊ A Folio employee will strive to ensure not only their own success, but also the success of their customers – internal and external. They will consistently give credit appropriately, and have a true desire to see others succeed as much as if not more than themselves. They are excellent **listeners**, seeking **collaboration** to find mutually beneficial outcomes. They are **flexible** and open to change and new ideas. They are always seeking opportunities to learn, grow and develop their own skills and knowledge.

Position Summary:

This position will provide guests of the Michael Mondavi Family Estate with an exceptional hospitality and tasting experience while generating sales. With a high degree of independence

**People *Innovative Spirit *Transparency *Sense of Urgency *Mutual Success*

self-reliance, this position is responsible for the planning and execution of tastings and events where MMFE wines are presented including organizing schedules, wines, stemware, and food. This position will also cultivate relationships with collectors, VIPs, Club Members as well as local hospitality organizations such as concierge, tour groups, drivers, etc. at companies focused on luxury guest experiences.

Critical Tasks:

Business Development and Event Planning (50%)

- Achieve sales goals by developing, cultivating and maintaining strong relationships with key luxury event company personnel, collectors, VIP visitors, and Wine Club Members.
- Increase sales and club membership by establishing a presence for the MMFE wines in the Valley.
- Organize all details for events both for private groups and Club Members including scheduling a venue, securing wines and stemware as well as food, as applicable, for the consumer experience.
- In partnership with Marketing, develop materials needed for events or tastings.

Event Execution (40%)

- Communicate information and education on MMFE wines in a manner that upholds the style and image of the Family, is engaging to each guest, and encourages sales.
- Assist guests in selecting wines or memberships, and process all orders.
- Set up and clean up for each event.

Miscellaneous (10%)

- Provide feedback to the Family on successes and opportunities.
- Ensure timely submission of expense reports, adhering to T&E budgets.
- Update job knowledge by participating in educational opportunities, reading professional publications, and maintaining professional networks.
- Work with Marketing Team to understand brand health and needs, identifying opportunities.

Professional Requirements:

Education/Experience: 3-5 years of selling and wine education experience in a luxury hospitality environment, existing strong relationships with wine consumers and high end hospitality professionals.

Skills: Exceptional hospitality skills with a proven ability to provide a memorable luxury guest experience and generate sales. Strong ability to handle customer service issues with grace, excellent verbal and written communication skills. Ability to work independently and make good decisions quickly. Strong attention to detail. Ability to deal appropriately with guests safely and appropriately in awkward situations. Strong computer skills.

Knowledge: Strong knowledge of domestic wines and AVAs with an awareness of global wine regions, experience with wine and food pairings, and strong awareness of the Napa Valley wine industry.

Physical: Must be able to stand or walk for extended periods of time, ability to sit at a desk for 2 hour intervals. Ability to lift and carry 41 pounds.

Other: Must be at least 21 years of age. Must possess a valid driver's license and reliable transportation to drive between locations. Must have an acceptable driving record, and must have automobile liability insurance. Verbal foreign language skills are a plus. Ability to work weekends.

The above information is representative of the work performed in this position, however it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.