

## ***Wine Experience Shift Lead***

Ex Nihilo Vineyards Okanagan Valley Inc. is an established vineyard and winery operating in Lake Country, BC. Ex Nihilo is a privately held company owned by the Azhadi Group, a group of companies which develops and operates wineries and vineyards throughout the Okanagan Valley.

We seek to provide meaningful work and create meaningful relationships. We respect people; we communicate openly; we are team players; we are accountable; and we are trustworthy.

***We strive to deliver best in class beautiful experiences to our people and our guests. Gratitude is at our core; whether it be the land, the opportunity, or the people who we work with and visit us. We are building an environment where people come together, feel valued and will grow in their respective career paths.***

Shift Leads for Wine Experience play a vital role in delivering an exceptional guest experience, embodying the warmth and hospitality of Ex Nihilo while also taking on additional responsibilities. This position requires a knowledgeable and engaging individual who can educate guests on our wines, guide them through tastings, and drive sales while maintaining the highest service standards along with experience in managing people or floor lead. The Shift Lead will work closely with the hospitality team, ensuring seamless service in a high-volume, fast-paced environment, including regular service and special events.

### *Essential Job Functions:*

- Deliver an engaging and informative tasting experience, guiding guests through our wine selection with insight into tasting notes, food pairings, and production methods.
- Demonstrate service etiquette with precision, finesse, and attention to detail.
- Achieve wine sales and wine club membership goals by effectively engaging with guests.
- Develop a strong understanding of Ex Nihilo's story, wines, and vineyard practices.
- Oversee a designated service area, ensuring timely and attentive service.
- Communicate effectively with kitchen and support staff to facilitate seamless food and beverage service.
- Maintain a clean and organized workspace, including retail areas, bar, and service stations.
- Assist with special events such as wine club pick-ups, private functions, and concerts.
- Execute opening, closing, and side-work duties as outlined in daily checklists.
- Adhere to all BC Serving It Right and company policies regarding alcohol service.
- Perform other duties as assigned by the Hospitality Manager, Tasting Experience & Retail

### *Requirements & Competencies:*

- Experience in a hospitality, fine dining, or tasting room environment, including lead responsibilities.

- Proficiency with Point of Sale systems and CRM tools.
- Warm, engaging, and professional demeanor with strong communication skills.
- Ability to manage priorities and workflow in a fast-paced setting.
- Maintain composure and gracious behavior during busy or challenging moments.
- Strong organizational skills and attention to detail.
- Ability to carry out written and oral instructions efficiently.
- Flexible availability, including evenings, weekends, and holidays.
- Valid BC Serving It Right certification (or ability to obtain).

*Physical Requirements:*

- Ability to lift and carry up to 50 lbs. repeatedly.
- Stand, walk, and remain active for extended periods.
- Comfortable working both indoors and outdoors in varying conditions.

Position is entitled to receive gratuities and incentive bonuses.

Must be 19 years of age.

Start date is expected Spring – Summer 2025.

Apply with complete resume to [careers@exnihilovineyards.com](mailto:careers@exnihilovineyards.com)