

CARLOS CREEK

Position: **Weekend Tour Guide**

Position Summary

We are seeking an enthusiastic and knowledgeable Weekend Tour Guide to lead groups of visitors through our wine and beer production while providing an engaging and informative experience. The ideal candidate will possess excellent public speaking skills and a passion for educating others. Training will be provided so previous knowledge is not required but a passion for learning is a must!

Responsibilities

- Lead guided tours for groups of varying sizes, ensuring a safe and enjoyable experience.
- Educate participants on our wine and beer production processes while including historical facts and interesting antidotes.
- Communicate effectively with diverse groups, adapting delivery style to engage different audiences.
- Provide exceptional customer service by addressing questions and concerns promptly.
- Manage time efficiently to adhere to scheduled tour itineraries while allowing for participant engagement.
- Maintain a professional demeanor and appearance at all time

Requirements

- Strong customer service skills with a focus on creating positive experiences for guests.
- Excellent communication and public speaking skills.
- Ability to educate audiences in an engaging manner while maintaining their interest.
- Effective time management skills to ensure tours run smoothly and on schedule.
- Leadership qualities that inspire confidence and engagement among tour participants.
- Previous experience in a similar role or in hospitality/tourism is preferred but not mandatory
- Must be available 2-4 Saturdays from Memorial Day Weekend through Labor Day Weekend

Job type: Part-time, seasonal

Hours: Saturdays, 11:30 am - 3:30 PM

Pay: \$25/hr

Benefits: Discounts on wine, beer and retail merchandise