



JOB TITLE	DISTILLERY GUIDE
LOCATION	STELLA MARE, PORT VILA
OPERATING HOURS	MONDAY TO FRIDAY 8AM – 5PM
STARTING SALARY	Depending on experience from 300 vatu/hour

### **THE COMPANY**

Our goal is to produce the highest quality rum and offer our clients total transparency in the production process and origin of ingredients. We are experimenting with various yeasts and creating multiple flavour profiles to showcase what craft rum is all about. We have been filling barrels and aging rum since 2019. We also make limited editions flavoured rums and gins and other spirits using local ingredients, most notably kava and cacao.

We aim to open to the public for tours and tastings as soon as we have completed our recruitment.

### **JOB DESCRIPTION & PRIMARY RESPONSIBILITIES**

**Under the supervision of the CEO and Sales & Marketing manager, the DISTILLERY GUIDE will be required to ensure the highest levels of customer service by welcoming, informing and enthusing our visitors during their visit of the distillery, consistently delivering a memorable and enriching experience!**

**Main responsibilities include the following:**

- Welcome day visitors and collect guests' information and tour payment.
- Lead the distillery visits by explaining the story and production process in an enthusiastic and interactive manner:
  - Interact with our guests to ensure they are having a great tour experience.
  - Ensure visitor safety during the visit.
- Organize and lead the tasting of our products by
  - Ensuring the bar remains clean as per the company's standards.
  - Interact with customers to assess customers' needs and preferences and make recommendations.
  - Mixing ingredients to prepare tasting and cocktails.
  - Restocking and replenishing bar inventory and supplies.
  - Complying with all food and beverage regulations.
- Assist the Retail shop manager/assistant when necessary

### **QUALIFICATIONS & COMPETENCES**

- **Excellent communication skills in English**, written and verbal. Bilingual is a minimum and Trilingual is a strong advantage.
- **Contributes to building a positive team spirit** and work with colleagues to ensure the best experience is given to our visitor.
- **Outgoing and enthusiastic personality** and ability to speak to large groups.
- **Minimum of 2 years' experience in one of the following positions:** tour guide, bartender, sales representative, guest relations, animation or acting role.

- Education: no mandatory requirement - however you need to demonstrate the ability to remember detailed information. *Extensive training on distillery production will be organized during the onboarding process, so candidates need to be ready to study and be detail oriented.*
- **Computer literate:** can type and answer emails, use excel to subtract, multiply and divide.
- **Ability to be consistently at work and on time** and follow company's standards and instructions.
- Ability to show initiative, problem solving and make independent decisions aligned with business standards and strategy.

**ADDITIONAL NOTES**

- Knowledge in manufacturing or in the food industry is a plus but not essential.
- Successful candidates will be required to provide professional references - Subject to background check and no problem with alcohol drinking.

**How to apply: send your application to [hr@83islands.com](mailto:hr@83islands.com) OR drop it to the Distillery before 23 November including:**

- Your resume – *to present your education and working experience*
- Attached with a short, personal and honest presentation of yourself, so we get to know who you are, your life goals and personality (formal letter, short video....).

More information contact [hr@83islands.com](mailto:hr@83islands.com) or call **755 0083**