

**Summary:** The position of Driver/Guide is responsible for the highest quality of service to customers of The Wine Wrangler in a safe, dependable, professional and courteous manner.

Essential Duties and Responsibilities:

- Complete required safety checks of vehicles
- Completes a pre-trip inspection form.
- Confirms the vehicle is properly clean and stocked for the tour as appropriate.
- Operates assigned equipment in a safe, dependable, professional and courteous manner.
- Provides the highest quality of customer service to Wine Wrangler Guests, and associated customers.
- Checks customer identification to verify 21 or older as appropriate for wine/brewery tours.
- Keep scheduled time points per the printed tour sheets and adheres to running times between points.
- Make appropriate changes to itinerary, and contacts the appropriate entities to advise of any changes in advance of allotted scheduled appointments
- Provide information to customers and the general public about Wine Wrangler services and opportunities, as well as, other services available in the County as requested.
- Is knowledgeable about and discusses our Paso Robles Wine Club wines and offers for guests.
- Takes care of, carries and maintains customer purchase inventory and delivers purchases appropriately.
- Must be able to lift up to **50** lbs and move customer belongings to / from tour van or bus.
- Places or replaces the inventory of brochures at each hotel, winery, retail or other applicable stop throughout the work day.
- Verifies the proper accepted placement of the brochures as appropriate.
- Verifies customer payment method, or if necessary receives customer certificates and/or tour vouchers.
- Checks the vehicle to confirm customer has all of their belongings after a tour/transportation event.
- Maintain the vehicle in a clean and comfortable manner for guests using the Wine Wrangler's services
- Maintain time log relating to customer usage time, total driving time, and mileage.
- Cleans all equipment, coolers and interior following the completion of a tour or shuttle event.
- Disposes of recyclable materials appropriately and any trash as required by the procedures in place.
- Notifies the office of any accident, incident, equipment failure, or when there is an operating issue that would require a detour or other change of plans that is out of the ordinary.
- Works to enhance and build new, interesting, different tour stops and help identify future possible opportunities for tour itineraries.
- Keep track of all assigned materials, tablecloths and equipment used in course of employment
- Track when inventory of required fluids for vehicles becomes low including: Oil for diesel and gasoline engines, power steering fluid, hydraulic brake fluid, antifreeze, windshield/window cleaning solutions and any others as appropriate.
- Inventory and restock as necessary items used for tours, including but not limited to: water for tours, Napkins, Paper Plates, and any other items as needed.
- Other Duties as requested.