

Cellar Door Host

Position Description

Position Title	Cellar Door Host
Location	Bella Maise Estate, Upper Swan, WA
Reports To	Owner / Venue Manager
Hours	5 hours per day, 4 days per week (Thursday to Sunday) — 20 hours/week
Employment Type	Part-time/Casual
Pay Rate	Base rate, plus 12% superannuation. Rates will be reviewed against experience.

About Bella Maise Estate

Bella Maise Estate is a boutique winery in the Swan Valley Wine Region, offering cellar door wine tastings, sales by the bottle and by the glass, and a warm, personal guest experience. Our cellar door is often the first, and sometimes only, point of contact a guest has with our brand — the person on the floor sets the tone for how Bella Maise Estate is remembered.

Position Summary

The Cellar Door Host is the face of Bella Maise Estate, welcoming guests, guiding them through wine tastings, and managing sales and service across the cellar door. This role frequently operates solo, so we're looking for someone confident running the space independently — handling guests, sales, and day-to-day tasks without direct supervision — while staying warm, engaging, and true to the Bella Maise Estate brand.

Key Responsibilities

- Welcome and host guests visiting the cellar door, creating a genuinely warm and memorable first impression
- Conduct wine tastings, sharing the story of Bella Maise Estate and guiding guests through our range
- Serve wine by the glass and manage on-premises consumption responsibly
- Process sales through Square POS — bottles, cartons, gift cards, and hamper packages
- Uphold RSA and liquor licensing compliance at all times, including proof-of-age checks and responsible service decisions
- Complete opening and closing checklists, including recording bottles opened for tasting in the Wine Tasting Bottle Usage Log
- Maintain the presentation, cleanliness, and stock readiness of the tasting room
- Work independently during rostered shifts, using sound judgement to manage the cellar door solo
- Represent Bella Maise Estate's brand and values in every guest interaction

Required Qualifications & Experience

- Current RSA (Responsible Service of Alcohol) certification — mandatory
- Approved Manager qualification (WA) — preferred, and highly regarded given the solo nature of this role

- Prior experience in hospitality, retail, or customer-facing roles preferred

Desired Attributes

- Outgoing, social, and genuinely enjoys engaging with people
- Comfortable and capable working alone, with strong self-motivation and sound independent judgement
- Well-presented and professional, representing Bella Maise Estate well at all times
- Reliable and punctual, particularly important given the solo operating structure of this role
- An interest in or willingness to learn about wine and the Bella Maise Estate story is a strong plus

How to Apply

Please email your resume, along with a copy of your current RSA certificate (and Approved Manager certificate, if held), to charlotte@bellamaiseestate.com.au with the subject line "Cellar Door Host Application".