



**KIEPERSOL**

**Receptionist Training Manual & Handbook**

2022



## Table of Contents

<b>Phones</b> .....	<b>4</b>
Greetings	
Transfers/Holds	
Transfer Extension Numbers	
Sales/Spam calls	
Call History	
Voicemail	
 <b>Restaurant Reservations</b> .....	 <b>6</b>
Phone Tips	
Using OpenTable	
Party Size Changes	
Do's and Don'ts	
Confirmations	
Cancellations	
Email Reservations	
 <b>B&amp;B Reservations</b> .....	 <b>10</b>
Phone Tips	
Using Resnexus	
Creating Reservations	
Making a Note	
Merging Reservations	
Canceling Reservations	
Do's and Don'ts	
B&B Guidelines	
 <b>Grand Room Reservations</b> .....	 <b>13</b>
 <b>Tour Reservations</b> .....	 <b>13</b>
 <b>Events/Photography</b> .....	 <b>14</b>
 <b>Mail Shipping &amp; Receiving</b> .....	 <b>14</b>
Receiving Packages/Mail	
Special Deliveries (Glass, Chemicals, Warehouse, etc.)	
Stamping Envelopes	

Certified Mail

<b>Wine Club.....</b>	<b>15</b>
Summary	
Membership Clubs & Prices	
Benefits	
Changing Membership Club	
Canceling Membership	
<b>Gift Cards.....</b>	<b>16</b>
Phonecall	
Online through Shopify	
Loading Giftcards from Shopify	
Packaging & Mailing	
LSO	
<b>Emails.....</b>	<b>19</b>
Create your Signature	
<b>Printer.....</b>	<b>20</b>
Printing Special Documents	
Xerox Meter Reads	
<b>Alarm System.....</b>	<b>20</b>
Setting On/Off	
<b>Phone Call FAQs.....</b>	<b>22</b>
Tasting Room Questions	
Tour Questions	
Event Questions	
Other Questions	
<b>Acknowledgement &amp; Signature .....</b>	<b>27</b>

## Phones

### **Kiepersol Phone Numbers:**

**Office: (903)894-9330**

**B&B/Restaurant: (903)894-3300**

**Tasting Room: (903)894-8995**

**Club House: (903)894-3409**

### **Greetings**

Speak with a smile. :)

“Thank you for calling Kiepersol, this is \_\_\_\_\_. How can I help you?”

Address them by name if possible at the beginning and end of the calls.

“Hello Mr. Darcy, this is Kiepersol calling to confirm your reservation for dinner tonight.”

“Okay, Ms. Martinez, I have you reserved for lunch for two Thursday at 11:00am.”

“We look forward to seeing you.”

Note: Providing your name may mean they request you specifically if they call back.

To answer: Pick up handset or press headset button.

To hang up: Replace handset or press headset button.

### **Transfers/Holds**

How to Hold:

- 1) Press the button in the bottom left of the phone face. (Phone with a pause symbol).
- 2) To take off Hold: Press a button on the top left of the phone. (Small lighted buttons).

How to “Cold” Transfer:

- 1) Press transfer (Phone-arrow-phone) button.
- 2) Dial extension number (see below).
- 3) Press the transfer button again.
- 4) Hang up.

How to “Warm” Transfer:

- 1) Press the transfer button.
- 2) Dial extension number.
- 3) Wait for pickup.

- 4) Announce call Ex: “Hi Emily, I have someone on the line who would like to book a tour.”
- 5) Press the transfer key again to complete the transfer OR press cancel and take a message.

Transfer Extensions at Kiepersol:

B&B/Restaurant/Hostess	99
B&B Office	100
Grand Room	102
Jaimie Lee (Wine Club Director)	51
Julie Murphy (HR)	19
Kari King (Accounting)	40
Crystal Power (Receptionist)	10
Melinda Perez (Receptionist)	14
Vonda Ross (RV Park)	16
Mike Roth	79
Your Phone	13

### **Spam/Sales Calls**

Be wary of urgent phone calls asking for company information (number of employees, fax and printer info, etc.). Spam calls will usually come from “anonymous” or 1-800 caller. Politely speak to salespersons, but do not give any company information that is not publicly available. If the caller is forceful or coercive, ask them to take Kiepersol off their call list before hanging up.

### **Call History**

Call history is only stored in phones for 3 days.

- 1) Press the small button under “directory.”
- 2) Scroll down to “recent calls.”
- 3) Press “info” to see times of calls.

**Voicemail**

- 1) Press the message icon on the left side of the phone.
- 2) Scroll down to new.
- 3) Enter the pin. (2382 until changed)

**Restaurant Reservations****Phone Tips**

- Always confirm day/time/party size before ending a call.
- Confirm their phone number.
- If they are in the guestbook, welcome them back. (“We look forward to seeing you again.”)
- Keep confirmation calls short & sweet & offer a number to call back.
- Make sure to hang up completely if leaving a voicemail.
- If there is no availability and they do not want a different day/time, offer the waitlist.
- If a guest is staying at B&B, offer dinner reservations.

**Using OpenTable**

Using the iPad app will allow you to view more functions than the desktop site.

**Making Reservations:**

- 1) Click the book icon in the upper right corner.
- 2) Select date.
- 3) Select number of guests.
- 4) Select meal & time slot.
  - White options from the “recommended” list are almost always okay.
  - Yellow options are sometimes okay. Check for table and timing availability (especially for large parties). Call Robin at the restaurant if still unsure.
  - Call the restaurant for VIP guests if booked up - Robin may be able to rearrange tables.
- 5) Always offer the waitlist if the guest does not want a different date/time.
- 6) Type in the guest's phone number. If they are in the guestbook, welcome them back.
- 7) Ask if it is a special occasion, and tag reservations (Anniversary, Birthday, etc.)
- 8) Make a note for special requests (Specific table or room, specific server, food allergies, etc.)
- 9) Always put notes concerning the reservation under Visit Notes and not General notes.
- 10) Always say “we’ll do our best” when the guest asks to have a window seat or specific server. Try not to guarantee special requests.

Note: the Cognac room has a minimum charge of \$750. If guests only spend \$500 on meals, they will be charged an additional \$250 for the room. If they spend over \$750, room charge will be waived.

### **Party Size Changes**

- 1) Select date & meal at the top of the page.
- 2) Select name of guest from the left menu.
- 3) Change party size number (Override if necessary, only for parties of 4 or less.)
- 4) View availability, as changing party size may change available times.
- 5) If all time options are in yellow, check the shift overview on the left side bar menu. (only for large parties and after looking at floor chart to make sure there is a table).
- 6) Scroll down to the “Covers” chart.
- 7) Try to reschedule large parties to time with relatively low occupancy.
- 8) If there is 16+ occupancy, there will be two or more servers at lunch.
- 9) If unassigned, tables should move automatically if party size changes (ex: party of two changes to five, they will automatically be moved to a table large enough to accommodate).
- 10) Watch for flagged mistakes on OpenTable. Usually under “problem reservations.”

Note: Cognac room can only be used until 3:00 pm if booked for lunch (Do not book a large group lunch after 1:00).

### **Do's and Don'ts:**

#### **Do...**

- **Book time slots in white.**
- **Confirm with Robin before booking time slots in yellow.**
- **Leave 3 hours between large party bookings per table. (5+) (Open table should automatically do this).**
- **Leave 2 hours between small group bookings per table. (4-) (Open table should automatically do this).**
- **Check that a table is available for large groups (6+).**
- **Call for availability for special guests.**
- **Double check the correct dates on ALL RESERVATIONS.**
- **Email Robin for all pharmaceutical/medical groups.**
- **Email Robin for parties 15 or larger.**
- **Put the Mahjong group (or any group playing games) in the Cognac room ONLY and ONLY reserved until 3pm.**



- **If there are 5 or less parties on the floor, book a large party in any room at any time.**
- **Always mention a set menu for any groups of 16 and more for dinner.**
- **Always double check yourself after you finish booking.**
- **Ask if any seating preference (wheelchair, walker, highchairs, etc)**

### **Don't...**

- **Book yellow slots without permission (except for large groups if a table is available).**
- **Book more than one group per time slot for lunch Tuesday -Thursday (unless there are more than 16 guests total, in which case there will be enough servers to book two per time slot).**
- **Book table 8 unless approved by Robin or Jeff. Emergency use. Must be approved by Velmay.**
- **Book more than 35 people/hour.**
- **Book 2 or more large parties (10+) back to back (30 min spacing )**
- **DO NOT OVERBOOK. DO NOT ABUSE OVERRIDE CODE.**
- **Book a table of 1 guest without actually looking at the floor plan ( book manually) to ensure availability (Ipad is needed to view tables ).**

### **Confirmations**

Call guests to confirm their dinner reservations in the morning/midday the day of. If they do not answer, leave a message. They do not need to call back to retain their reservation. If they made a reservation within the last 24 hours, a confirmation call isn't necessary; proceed to confirm. If a guest is staying at B&B, mention their stay at B&B and confirm their meal reservations.

“Hello Mr. Darcy, this is Kiepersol calling to confirm your dinner reservation for 6:00pm tonight. If you'd like to call us back our number is (903)894-9330. We look forward to seeing you.”

“Hi, this is Brooke from Kiepersol calling to confirm your stay in the Champagne room this weekend as well as your dinner reservation for 6:00pm on Friday night. If you'd like to call us back our number is \_\_\_\_\_. We look forward to seeing you.”

To Confirm:

- 1) Select date & meal at the top of the page.
- 2) Select name of guest from the left menu.
- 3) Click “booked” on the right to update status.
- 4) Select “left message” or “confirmed” from the drop-down menu.

**Cancellations**

- 1) Select date & meal at top of the home page.
- 2) Select name of guest from the left menu.
- 3) Click “booked” on the right to update status.
- 4) Click “cancelled.”

**Email Reservations**

Sometimes people will email for reservations. Make the reservation and record their email address in the guest book. Respond to their email, and Opentable will send them an email confirmation. If their desired time is unavailable (ex. 7:30), book as close as possible (8:00) and put “Pending” in the notes. Confirm with them that the alternative time will be okay.

## **B&B Reservations**

### **Phone Tips**

- B&B reservations can be booked online - this is recommended because guests can view the rooms, features, and availability.
- Always ask for an email address on the phone to send a confirmation email.
- A credit card is required to complete a room reservation.
- The card on file will be charged at check-in. If a different person would like to pay, this should be noted. All other payments are due upon check in.
- Check-in is at 3:00pm. Check-out is at 11:00am.
- If guests would like to check in earlier, call Robin to confirm when the room will be clean and ready.
- We are closed on Sunday and no late checkouts - breakfast only for B&B guests
- Always offer to create a dinner reservation when booking guests at the B&B.

### **Using Resnexus**

Log in with company website: [kiepersol.com](http://kiepersol.com)

Log in with [yourfirstname@kiepersol.com](mailto:yourfirstname@kiepersol.com) email address and your password.

### **Creating Reservations:**

- 1) Click desired night(s) from the “Grid.”
- 2) Click the green “reserve” button at the top.
- 3) Fill in guest’s information.
  - First, last name
  - Street address, city, state, zip.
  - Email
  - Phone
  - Credit card on file (Won’t be charged until check-in)
  - Anything else is optional
- 4) Click “save.”
- 5) Send confirmation email to the email address on file, as well as additional email if requested.

### **Making a Note:**

- 1) Click “notes” from the right-hand menu of the reservation summary.
- 2) Note any special instructions. (Ex: 15th anniversary, Do not charge cards on file. Steve Smith would like to pay., set thermostat to 74, dinner reservations at 7:00, etc. )

**Merging Reservations:**

For example, if Tammy and Barbara reserve separate rooms, but decide they would like both rooms to be on the same confirmation/reservation/receipt. Or if Tammy decides she wants to pay for Barbara's room. Or if two rooms are reserved for the same person under separate tabs.

- 1) Note the reservation number of one reservation (ex. Barbara's).
- 2) Go to the other reservation on the grid or through search. (ex. Tammy's)
- 3) Type the reservation number (Barbara's) in the "merge to reservation" box at the bottom of the page.
- 4) Click "view."
- 5) The reservations should now be merged.

Do not drag to merge reservations. If you do, always update the price!

**Canceling Reservations:**

- 1) Select the reservation from the grid or through search.
- 2) Select "cancel" from the bottom of the right side menu.
- 3) Confirm cancellation.
- 4) Send cancellation confirmation email.

**Do's and Don'ts:****Do...**

- **Double check the correct date(s) and room(s).**
- **Put the card on file.**
- **Merge any multiple reservations for the same person.**
- **Pay attention to notes, etc.**
- **Offer to book dinner & make notes in reservations.**
- **Inform management for bookings on the day-of.**
- **When someone cancels/moves the date for a room, cancel or move their dinner as well.**
- **Tell the guest about other possible guests in other rooms when booking Stablehouse, Vines Chalet (It will not be 100% private).**

**Don't...**

- **Charge credit cards until they check in.**
- **Book in Stablehouse, Vines Chalet, or Cottage until main B&B is full (unless specifically requested).**
- **Drag reservations to combine. If you do, be sure to update the price.**

**Bed & Breakfast Guidelines:**

Please respect the privacy and private property of individual landowners on our premises.

- We appreciate our guests using our common areas only.
- Please do not sprinkle flower petals around the room or on our linens.
- Candles in the room, hot tub or patios are prohibited.
- Champagne room guests: When using the hot tub please rinse off before entering the hot tub, turn off the hot tub when it is not in use and towel-dry before entering your room.
- Please help us keep our hot tub clean and free of any bubbles, flower petals or oils.

**Legal:**

- Per TABC law, it is prohibited to bring alcohol into the Kiepersol B&B building.
- Smoking is prohibited inside any of our establishments, guest rooms or patio/hot tub areas.

As a guest of Kiepersol, my signature acknowledges that I am in agreement with the following:

- I, and all guests in my care, will leave rooms in the conditions in which I found them. If any items are found missing the value of these items will be charged to my credit card.
- I am liable for any and all damages caused by guests which I bring on to the Kiepersol property.
- All room, bar and restaurant charges will be charged separately unless otherwise previously arranged.
- All recreation facilities and hot tubs are used at my own risk. Kiepersol, nor its owners, are responsible for personal property theft or damage during my stay.

## Grand Room Reservations

Reservations are not required for guests to visit the tasting room at this time.

The tasting room can be reserved as an event space for large parties (max. 90 indoor and outdoor). Take a name, phone number, and party size to contact Emily, the tasting room manager. At this time, we do not reserve tables for gatherings [birthday parties, bachelorette parties, etc.] during business hours.

Reserving the tasting room is \$400/hr after 7pm, with a minimum \$1200 (3 hours). Refer to Emily if they want to make a reservation during operating hours. At this time, the quoted price for renting out the entire building during operational hours [any time before 7:00 pm] is \$20,000, this includes the rental space as well as the fee for closing our business to the public.

Celebration rules: NO confetti, glitter, noisemakers, banners, or outside food/drink (except 1 bakery dessert item). Must bring their own plates, cutlery, napkins, etc. Must set-up and clean-up on their own. Small table decor is allowed (flowers, etc.). Candles and balloons are permitted indoors only [balloons must be weighted].

## Tour Reservations

As of January 2022, there are two tour options at Kiepersol.

The Estate tour is \$40/person, 21+ only, and 1hr 15min long. This price includes 3 wine tastings and 1 spirit tasting. The Estate tour provides and complete tour of our winery, vineyard, and distillery, as well as the history of Kiepersol. The Estate tour is Fridays and Saturdays at 1:00. It is also offered at 11:00am for B&B guests only).

The Production tour is \$20/person or \$15 for anyone under 21. It is 45min long and includes a general tour of our winery, vineyard, and distillery. This price includes two wine tastings. The production tour is offered at 3:00pm on Fridays and 2:00 and 4:00pm on Saturdays.

Allow the phone to ring a few times to give the winery line a chance to answer. If they do not answer after 2-3 rings, pick up the call. For tours, transfer to the winery line or ask guest to call back when the winery is open\* (11:00am - 7:00pm). The winery can process their payment. We do not process payment.

\*Update 8/25/21: Add guests name, phone number, and guest count to tour spreadsheet and color in pink if unpaid. Winery will call them for payment.

We can book *B&B guests* without taking payment on the spot; they can pay upon arrival.

To book a public tour:

- 1) Go to Public Tours google sheet.
- 2) Select day and time at the bottom of the page.
- 3) Fill in their name, party size, and phone number under the correct date.
- 4) Connect them to the winery to process payment.

Private tours can be arranged through Emily, the tasting room manager. Private tours are \$25 per person with a \$100 minimum. They are the same as the public tour with 3 wine tastings and 1 spirit tasting.

## **Events / Photography**

Events are arranged through Emily, the Grand Room manager. Events cannot exceed 90 people. Take their name, number, event idea (wedding, reunion, etc.), and number of guests to pass along to Emily.

Photographs can be taken in and of the winery free of charge (selfies, etc.). Grander photography sessions (portraits, engagements, etc.) should be booked with Emily.

Guided access/vineyard access photography = \$100 for a scheduled two hour session. See events pricing sheet for more details.

## **Mail - Shipping & Receiving**

### **Receiving Packages/Mail**

Place in the appropriate mailbox or keep large packages nearby. You may need to contact the recipient, especially if it's an urgent package. Delivery/pickup comes several times per day, including USPS, UPS, FedEx, and LSO (Lone Star Overnight).

### **Special Deliveries** (Glass, Chemicals, Warehouse, etc.)

Occasionally large trucks will attempt to leave deliveries at the office. Not all deliveries should be sent to the office. Some should go to the larger warehouse off of Dorsey Rd., including glass and chemicals.

**Stamping Envelopes**

- 1) Turn on stamp machine.
- 2) Weigh larger envelopes. Small envelopes shouldn't need to be weighed.
- 3) Remove items so envelope is flat, if necessary. Align in machine slot against the right wall.
- 4) Push back until it stamps.
- 5) Leave in white USPS mailing box.

**Certified Mail**

- 1) Take one green certified mail slip and one white and green receipt.
- 2) Peel the article # sticker from the white receipt and place on article line of green slip.
- 3) Write recipient address on green slip.
- 4) Fill out the white receipt with the recipient's name, item, and date.
- 5) Peel certified sticker and place to the left of the stamp on envelope. Fold over line.
- 6) Stick the green slip on the back of the envelope.
- 7) Stamp letters for \$8.50.

## **Wine Club**

**Summary**

Wine Club members receive a 3, 6, or 12 bottle package of wines every quarter (3 months). Members also have access to special events at Kiepersol, the members-only clubhouse, discounts and more.

As of January, 2022, wine club members can choose to pick up their club packages at the Grand Tasting Room. When their order is being prepared for pick-up, the member will receive an email. When the order is ready, the member will receive another email informing them that they will have 14 days to pick up their club package. If the package is not picked up before the deadline, it will be automatically shipped to the address on file and their card will be charged a shipping fee.

\*Note: Due to frost damage of the 2021 harvest, prices have increased on all club packages for 2022. No new members may join the Sweets Club, and White & Roses club is discontinued until further notice.



## Membership Clubs and Quarterly Prices

	3 Bottles	6 Bottles	12 Bottles
Whites & Roses Club	\$110	\$175	\$325
Reds Club	\$100	\$175	\$315
Sweets Club	\$90	\$155	\$265
Winemaker's Choice	\$120	\$195	\$335

### Benefits

- Quarterly wine package. Delivery or pickup.
- Discounts on wine and spirits (5, 10, or 15% based on membership level).
- Access to the members-only clubhouse and Friday night socials.
- Access to exclusive member's only events.
- Access to vault library wines.
- Pre-release tastings and purchase availability.
- Reservation priority for wine dinners and special events.

### Changing Membership Clubs

Members can manage their own memberships online through the account portal. For phonecalls, write down their name and send it to Jaimie Lee.

### Canceling Membership

Write down their name and send it to Jaimie Lee. Jaimie will email them. Tell them we are taking care of it. If they have a wine shipment they want to cancel, Jaimie will discuss the shipment with them.

## Gift Cards

### Phonecall

When someone calls to order a gift card, use the order forms. You will need to ask for:

- 1) Caller's first and last name.
- 2) Phone number.
- 3) Email address for confirmation receipt.
- 4) Quantity and amount on gift card(s).
- 5) How they would like to receive (mail, pick-up, or hold at the restaurant(not preferred)).
- 6) If mail, how they would like it shipped
  - Standard (5-7 days) \$0.51
  - Certified, tracked, requires signature (5-7 days) \$6.99
  - LSO (1-2 business days) \$12.00 \* Receptionist must request pick-up\*
- 7) Address to be shipped to (theirs or recipients).
- 8) Phone and email of recipient, if different than caller.
- 9) Credit card information of caller.
  - Card number
  - Name on card
  - Expiration
  - Billing zip code
  - CVC code on the back
- 10) Any special message they would like included with the card.

### **Online through Shopify**

Shopify should send email notifications for purchases. You only need to focus on gift card orders unless asked.

- 1) Shopify.com
- 2) Sign in

### **Loading Giftcards from Shopify**

- 1) Shopify
  - Click view order
- 2) Tablet
  - Click Square app (do not clock in)
  - Click bottom right symbol for menu
  - Click gift cards
  - Enter gift card number - continue
  - Load with the proper amount
  - Click Online - shipping
  - Add shipping fee (0.51, 8.50, or \$12.00)
  - Charge

- Scroll down to “more”
- other payment
- Select “Shopify” and type order number from shopify
- No receipt
- Click bottom left menu icon
  - Transactions
  - Note the receipt number for order
- 3) Shopify
  - Go to timeline of order
  - Post the giftcard # and receipt #  
ex: gc #1234123412341234  
receipt #KnYs9
- 4) After following mail directions below, Click “fulfill item” on Shopify.
  - Insert tracking number if certified.
  - Ensure tracking link is USPS.
  - Check box to send details to customer.

### **Packaging & Mailing**

- 1) Place brochure, giftcard in red envelope, and any special note in a white envelope.
- 2) Write the address of the recipient on white envelope (may be different than the address of the purchaser).
- 3) If Certified mail:
  - Take one green certified mail slip and one white and green receipt.
  - Peel the article # sticker from the white receipt and place on article line of green slip.
  - Write recipient address on green slip.
  - Fill out the white receipt with recipients name, “giftcard” or “gc”, and date.
  - Peel certified sticker and place to the left of the stamp on envelope. Fold over line.
  - Stick the green slip on the back of the envelope.
- 4) If LSO:
  - Write recipient's name on white envelope.
  - Place envelope in LSO package.
  - Create LSO pickup order (see below) and print shipping label.
- 5) Place in USPS mail box or leave on desk for LSO.

## LSO Request Pick-up and Create Label

- 1) LSO.com
- 2) Sign in

## Emails

### Check Emails Regularly

Kiepersol uses gmail. Your email will be [yourfirstname@kiepersol.com](mailto:yourfirstname@kiepersol.com). Check emails regularly and respond promptly.

### Create Your Signature

Kiepersol uses signatures at the end of emails to maintain a consistent and professional appearance.

- 1) Click settings icon at the top right in gmail.
- 2) Click “see all settings.”
- 3) Scroll down to signature settings.
- 4) Name your signature (i.e. Your Name Kiepersol)
- 5) Copy and paste the signature template below in the box to the right.
- 6) Fill with your information.
- 7) Click “Save Changes” at the bottom of settings page.

### Firstname Lastname

Receptionist

[firstname@kiepersol.com](mailto:firstname@kiepersol.com)

(c) 903.894.9330



### KIEPERSOL

**Kiepersol ~ The Legendary Texas Food, Wine & Spirits Destination**

3933 FM 344 E · Tyler, TX 75703 · (o) 903.894.9330 · [kiepersol.com](http://kiepersol.com)



## Printer

Print to Workcentre 7345. Printer draws paper from tray 3 first.

### Printing Special Documents (Menus, Labels, Posters, etc.)

- 1) Put desired paper in tray 1, resize walls if necessary.
- 2) Confirm paper size and type on printer screen.
- 3) Print document from your computer.
  - Click “print using system dialogue”
  - Select paper size/type.
  - Select tray 1.
  - Enter quantity.
  - For double sided cut-in-half cardstock menus, select “flip on short edge.”
  - Click “apply” before printing.

### Xerox Meter Reads

Meter reads are due monthly. Either send them to Kelly or use her information to log into Xerox logs, as per her request.

- 1) Press machine status button on Workcentre 7345.
- 2) Select “billing information” tab on screen.
- 3) Write down the number of black, color, and total impressions.
- 4) Submit info to Kelly or online Xerox log-in.

## Alarm System

### Setting Alarm On/Off

You should receive your own key and alarm code.

To turn off alarm system:

- 1) Enter your 4-digit code.
- 2) Press “off” on the lower half of the on/off button.
- 3) Be sure status light turns green.

To set alarm system:

- 1) All doors must be shut and locked (two in warehouse, one in hallway, one upstairs.)

- 2) Stand still under motion detector.
- 3) Enter your 4-digit code.
- 4) Press “on” on upper half of on/off button.
- 5) Countdown is 120 seconds to exit the building.
- 6) Lock the door.

## Phonecall FAQs

### **Tasting Room Questions:**

#### **What are your hours of operation?**

Tasting room hours are 11:00am - 7:00pm Tuesday - Saturday.

#### **When are you busy/slow?**

We are busier on Fridays and Saturdays and during the afternoon/evening.

#### **When do you recommend we come?**

Plan to spend 1-2 hours at the tasting room (enough time to taste, drink, snack, talk). Stay as short or as long as you like.

#### **When should we come if we have dinner/lunch reservations?**

Expect to spend up to 2 hours at either lunch or dinner. The tasting room hours are Tues-Sat 11am - 7pm. (If dinner reservations are at 5:00, recommend visiting the tasting room first).

#### **Can we walk there from our B&B/dinner?**

Yes, everything is technically walking distance. Might be uphill depending on room location. The Vines Chalet is the furthest from the winery/tasting room.

#### **Do we need reservations?**

You do not need reservations to visit the tasting room. Groups are limited to a maximum of 8 people at the tasting bar. We do not currently have a maximum group size for the tables, but we do not have tables that sit more than 8-10 so a larger group will have to find tables close together and split themselves up.

#### **What wines/spirits do you have?**

The tasting room offers almost all wines produced at Kiepersol as well as our spirits - Bourbon, rum, vodka, tequila, and gin.

#### **How much is this wine/spirit?**

Prices vary. Our website has prices listed for wines available to buy online.

#### **Where can I buy this wine/spirit in my city?**

We have a list of locations online. Brookshires carries Kiepersol wines. The best variety of selection is at the Tasting Room.

#### **Why don't you sell all of your wines/spirits in stores?**

We sell our most popular wines in the stores. Our “flagship” wines. Distributors choose which wines to sell from us.

Bourbon 90, vodka, and dark rum can be found in liquor stores (Oasis, Total Wine & More).

**Do you ship wine?**

Yes. Only within Texas.

**Do you ship spirits? Why not?**

No. Texas laws prohibit us from shipping spirits because we are our own distillery.

**Why can other wine stores ship spirits?**

Because we are our own distillery, Texas has certain laws for shipping spirits made onsite.

**Do we have to pay to get into the Tasting Room?**

No. The tasting room is free to visit.

**Can kids come?**

Well-behaved children are welcome but you are encouraged to bring them an electronic to keep them occupied ex: tablet or video game. Children must be supervised at all times.

**Can an 18-year-old taste if accompanied by a parent?**

Kiepersol does not allow anyone under 21 to consume alcoholic beverages.

**Can pets come?**

Service animals are welcome anywhere on property but must maintain rules of a service animal (stay with owner at all times). Dogs are welcome on the tasting room patio only, but must remain leashed and with an owner at all times. We do not have water bowls for pets so it is suggested that the guest bring their own drinking container for the animal. All animals, service or pet, will be treated with respect and will be held to the same standard as our guests, any unruly behavior (aggression in any manner) could result in asking that the animal be removed from the property.

**Can we bring cake/balloons/decorations?**

Outside food is not permitted in the tasting room. Decorations must be kept small and easily removable. You are responsible for your own clean-up. Must bring your own plates and forks if bringing a small cake (certified bakery only - no homemade).

**Do you have outdoor seating?**

Yes, the tasting room features a shaded patio overlooking the vineyard. Picnic blankets are also welcome for the grassy area beneath the patio. At this time we do not have Vineyard access.

**Do staff wear masks?**

As of January 31, 2022, masks are not required for guests or staff. (Subject to change).



**Do we need to wear masks?**

As of January 31, 2022, masks are not required. (Subject to change).

**Can I bring food?**

Outside food or drink is not allowed in the tasting room or patio.

**Do you have food?**

Yes, we have a bistro food menu including meat and cheese charcuterie bowls and gourmet grilled cheese sandwiches.

**How much is food?**

Varies based on inventory. Roughly \$10/person or \$30 for the large charcuterie board.

**What kind of food? Can I see a menu?**

The tasting room serves gourmet grilled cheese sandwiches and charcuterie bowls. The menu changes often, so it is not posted online.

**How much are wine tastings?**

5 for \$20 or \$5 each.

**How much are spirit tastings?**

\$5 each.

**Can I buy drinks?**

Yes, the tasting room serves wine by the glass or the bottle, as well as cocktails.

**Can I buy a whole bottle?**

Yes, bottled wine and spirits can be purchased at the tasting room. Bottled wine may be opened and consumed in the tasting room, spirits bottles are for off-premise only.

**How many drinks can you serve per hour?**

At the servers discretion, we limit drinks to 2 per person during the first hour, and 1 per person every hour thereafter.

**Do you offer flights of drinks?**

Our wine tastings are served in a flight style at 5 for \$20.

## **Tour Questions:**

### **When do you give tours?**

There are two tours. The Estate tour is offered Fridays and Saturdays at 11:00am (B&B guests only) and 1:00pm. The Production tour is offered at 3:00 on Fridays and at 2:00 and 4:00 on Saturdays. Private tours can also be scheduled during the week or on weekends but must have a 24-48 hr notice to book a Private tour guide.

### **How long is the tour?**

Production: 45min.

Estate: 1hr, 15min.

### **What does the tour entail?**

A complete tour of the winery and distillery with a tour guide available to answer questions, provide information, and share stories about Kiepersol. Complimentary tastings are provided throughout the tour.

### **Do I need a tour reservation?**

Tours are limited on a first come, first served basis. Call ahead to hold your Reservation and must pay at time of booking. If B&B guest, can pay upon arrival.

### **Can we get a free/discount tour with a B&B reservation?**

B&B guests can reserve a place on the public tour in advance. The price is still the same for B&B guests.

### **Can kids come on the tour?**

Yes, on the production tour. Not on the Estate tour (21+). Keep in mind that Kiepersol is a working farm. Children are welcome as long as they are safe and well-behaved.

### **Can pets come on the tour?**

Only service animals are allowed within buildings at Kiepersol, so only service animals may accompany a guest on the tour.

### **What should I wear for the tour?**

This is an active farm. We recommend comfortable and flat walking shoes. Steep stairs and wet floors are common. Dress appropriately for the weather; the tour consists of both indoor and outdoor areas. A cardigan or sweater may be recommended for those with sensitivity to the cold, as wine store rooms are kept at cool temperatures.

### **Can I bring a party of 6-15+?**

Public tours have limited availability. For large parties, we recommend scheduling a private tour.

**Can I book my tour today (Tuesday) for a later date (Saturday)?**

Yes. We strongly encourage booking your tour in advance, as it helps to ensure your spot. A credit card number is required to create a tour reservation for all parties attending.

**Do you have wheelchair access on tours?**

Most of the tour is wheelchair accessible, excluding the winery cellar, which has stair access only.

**Can we walk in the vineyards? Pick grapes?**

No, guests must stay on the main roads. Please do not pick grapes; they are used in production.

**When are the grapes in season/when is the best time to tour?**

The grapes are in full bloom in mid-summer. Harvest is at the beginning of August.

**Event Questions:****Do you do weddings/other events?**

This depends on the guest size and type of event.

**Can I talk to your event coordinator?**

Emily. Take their name, number, general event idea (wedding, etc), and number of people to send to Emily. She will contact them in 24 - 48 hours. .

**Do you have a photographer?**

We do not have a resident photographer, however we can give recommendations.

**Can we have photos taken in the vineyard? How much does that cost?**

Yes, selfies and other photos are fine to take as long as guests stay on the main roads. For grander photography sessions, contact Emily. Refer to google sheet for prices.

**Other Questions:****What's your dress code?**

Dress code applies to dinner only. Business-casual (or think "church clothes"). Collared shirts, slacks, dresses, skirts, blouses, etc. are all acceptable. We prefer no sweatpants, athletic clothes, shorts, ripped jeans, t-shirts, tennis shoes, or sandals/flip flops.

**Do you offer any discounts/specials?**

- Wine Club members receive 5, 10, or 15% off of all Kiepersol purchases and meals.
- Military [current or veteran] receive 10% off of all Kiepersol purchases and meals -- must have a valid military ID.

-Industry receives 10% off of all Kiepersol purchases and meals. Industry refers to people from other Wineries, Distilleries, or Wine/Spirits Distributors.

-Case discounts in the Tasting Room only -- 10% off of 12 bottles [this discount will be excluded if there is already a discount [military, wine club, neighborhood, or industry] included on the purchase. We always make sure that the guest gets the best discount possible.

**Do you offer gift certificates?**

We have physical plastic gift cards that can be purchased on site or online. We do not email gift cards. Gift cards must be picked up or mailed to a physical address.

**Do you have any florist recommendations?**

Whitehouse Flowers & Co.

**You're booked. Can you recommend any other similar restaurants?**

Steak: Bernard's, Dakota's, Texas de Brazil.

Seafood/Hibachi: Yamato's, Shogun

See more online at [Kiepersol.com](http://Kiepersol.com) under Visit - Locals we Love

**You're booked. Can you recommend any other Bed & Breakfasts nearby?**

Rosevine Inn Bed & Breakfast.

The Woldert-Spence Manor.

Chilton Grand Bed & Breakfast.

Wren in the Willows.

**By signing this page, I acknowledge that I have read and understand the expectations for a receptionist position at Kiepersol. I agree to follow the guidelines set out in this handbook to the best of my ability. I understand that repeated failure to uphold expectations set forth in this manual may result in disciplinary actions up to and including the termination of employment.**

**Employee Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

