



Emma Wilder
Stonyridge Vineyard
Waiheke Island, NZ
Summer of 2016
Event Planning / Restaurant Management



Intern Responsibilities:

*Collaborate with the Events Manager to coordinate future weddings, corporate bookings, private functions and daily restaurant bookings

*Help give wine tours and train in the tasting lounge to gain experience in the wine industry

Project: Analyzed and compared their wine tours with other tours on Waiheke to give feedback on how they can improve and run a successful wine tour

Findings:

- Not satisfied with the number of wines tasted
- The people want to hear more about the history of Stonyridge and how wine is made
- The tour feels rushed and should be longer

3 Key Lessons Learned

- Treat every customer like they are the most important person in the room
- If the customer isn't satisfied, make sure they are happy before they leave the establishment
- Communication with other employees is key when trying to run a successful winery/restaurant