

# HESTER CREEK



## Biography



### Wine Shop Manager – Kathy Mercier

Kathy Mercier was born in North Vancouver and studied education at Simon Fraser University, which helps with her ability to educate Hester Creek visitors. Kathy began working at Hester Creek in the spring of 2004, managing the tasting room and organizing events at the winery. She lives just south of Oliver and in her spare time enjoys entertaining with her husband, playing scrabble, cooking, reading, gardening, hiking, and camping.

#### KATHY MERCIER Q & A:

*Q: How did you come to work at Hester Creek?*

A: Once I heard the winery was open, I knew I had to be involved in such an exciting business with such warm people! I came to the winery right away and was hired to work in the wine shop. I haven't looked back since!

*Q: What do you miss most about the old wine shop?*

A: I miss the sound of the main door opening and closing.

*Q: What is the most exciting service you offer?*

A: The culinary experiences in our state-of-the-art kitchen and special events. I love combining delicious wine, excellent food and happy visitors!

*Q: What are you the most proud of?*

A: I'm so proud to be part of this new and exciting venture and of the passion and dedication of the people with whom I work. We're very lucky to have such a great group!

*Q: What is the best comment you have ever received from a guest?*

A: There are too many to mention – "Wow!" "I just love coming here. You provide such an amazing quality of service." Guests are impressed by our level of knowledge and the calibre of service we deliver. We believe staff education of our product, history and local area is of the utmost importance in our ability to deliver the "full experience" to our visitors.

*Q: What surprises people most who are visiting the Okanagan Valley for the first time?*

A: Visitors are excited to see just how many wineries there are in the Okanagan and the breadth of experience available to them. People come for the wine but stay for the hiking, skiing, vistas, farm experiences, and much more. Many are surprised there is so much to experience here in the Okanagan!

*Q: What is the most popular request you get at the wine shop?*

A: We get lots of requests about other wineries, dining venues, hiking trails, and we're happy to provide information to give our guests the complete Okanagan welcome!