

JOB DESCRIPTION

Storyteller/Guest Services Team Member

If this sounds like the perfect role for you submit your CV and Covering Letter to:
recruitment@continuumattractions.com

PURPOSE OF THE JOB

The Loch Ness Experience success is rooted in the exceptional experiences we create for our guests. As a Storyteller/Guest Services Team Member, you will play a key role in continually enhancing these experiences, ensuring every visitor enjoys a memorable and engaging visit. You will work across all areas of the attraction which could be delivering memorable and enjoyable guided tours, to processing and checking our guests pre-tour.

KEY ACCOUNTABILITIES

- Observe and report immediately any incidents, which may affect the health and safety of other team or guests of the attraction.
- To provide memorable and enjoyable team engagement throughout the guests journey.
- Deliver the highest standards of presentation, performance and passion throughout the site at all times.
- Deal with guest enquiries and bookings in a friendly and efficient manner in line with the expected Continuum Attractions standard.
- Work alone, and as part of a team, to provide guests with positive and memorable visits.
- Encourage guests to leave feedback on their experiences at the attraction.
- Proficient use of the till system in order to quickly and efficiently process transactions.
- Upselling and cross selling of products.
- Ensure that all retail areas fully stocked and merchandised in a professional and creative manner.
- Ensure that all stock systems and deliveries are well controlled in line with Continuum Attractions guidelines and procedures.
- Maintain good timekeeping in line with Continuum Attractions policy.
- Ensure that all areas of the attraction are clean and tidy at all times and undertake regular inspections of the attraction to ensure that cleanliness standards are maintained.
- Work across the commercial areas of the attraction - admissions, retail, tours, hospitality, event.
- Work within Continuum Attractions Health & Safety guidelines and alert Managers as any issues arise.

- Contribute towards meetings and future development of the attraction.
- Contribute to the commercial success of the attraction by promoting the attraction to prospective guests.
- Be able to take responsibility for your own development and learning.
- Attend all training sessions and team meetings as required to improve/reinforce knowledge and understanding of role and attraction.
- Ensure that all policies and procedures are adhered to.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS

- Within this role you will be expected to work bank holidays and weekends.

Person Specification

Essential:

- Ability to engage members of the public and to gather an audience
- Commitment and passion to performance and learning
- Creativity and Enthusiasm
- A flexible, hands-on, can-do approach
- Initiative and positivity
- An excellent work-ethic and desire to develop skills
- Personable, presentable and highly professional
- High proficiency in English

Desirable:

- Previous Experience of working in the Tourism Sector
- An interest in the Legend that is Nessie