

JOB DESCRIPTION – GUEST SERVICES TEAM MEMBER

If this role sounds perfect for you then please send your CV and Covering letter to our Operations Duty Manager, Emma, at ebarnacle@lochness.com

PURPOSE OF THE JOB

Working as part of a team to deliver a memorable and enjoyable experience for all guests. Ensure that all guests and potential guests to the attraction receive the highest level of guest service at all times.

KEY ACCOUNTABILITIES

- Observe and report immediately any incidents, which may affect the health and safety of other team or guests of the attraction.
- Ensuring any mandatory training is undertaken prior to commencing your work
- Contribute to the commercial success of the attraction by promoting the attraction to prospective guests.
- Follow daily opening and closing procedures as appropriate.
- Take pride and responsibility in the appearance of the attraction.
- Ensure that all areas of the site are presented to the highest standard.
- Be competent and able to support across all areas of the attraction (Car Parking, Admissions, Photo Opportunity and Guest Interaction)
- Ensure the guest experience is delivered to the very highest standards, whilst endeavouring to make each visit feel positively memorable.
- Learn, follow and deliver a short script as part of the guest experience.
- Exhibit stage presence throughout the experience, commanding your audience confidently and effectively.
- Proficient use of the till and booking system.
- Observe and report immediately any incidents, which may affect the presentation, other team or guests of the attraction.
- Proactively promote sales
- Ensure that all guests leave having had a positive and memorable experience and encourage them to leave feedback on social media.

- Attend all training sessions and team meetings as required.
- Work towards OKR's and personal development blueprint.
- Ensure that all policies and procedures are adhered to
- Identify any suggestions for improvement to enhance the guest experience within the attraction.

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