

## **JOB DESCRIPTION – GUEST SERVICES TEAM MEMBER/ TOUR GUIDE**

If this role sounds like the perfect opportunity for you then please submit your CV and Covering Letter to [recruitment@continuumattractions.com](mailto:recruitment@continuumattractions.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**

#### **Guest Services Responsibilities**

- Follow daily opening and closing procedures as appropriate.
- Ensure that all retail areas are merchandised creatively.
- Ensure the guest experience is delivered to the very highest standards, whilst endeavouring to make each visit feel memorable.
- Proficient use of the till and booking system.

#### **Tour Guide Responsibilities**

- Learn, follow and deliver the scripts.
- Exhibit stage presence throughout the interactive experience, commanding your audience confidently and effectively.
- Ensure the guest experience is delivered to the very highest standards and adhere to timings, whilst endeavouring to make each tour feel memorable.

#### **Other Responsibilities**

- Observe and report immediately any incidents, which may affect the health and safety of other team or guests of the attraction.
- Contribute to the commercial success of the attraction by promoting the attraction to prospective guests.
- Take pride and responsibility in the appearance of the attraction.
- Be competent and able to support across all commercial areas of the attraction

- Observe and report immediately any incidents, which may affect the presentation, other team or guests of the attraction.
- Actively promote sales
- Ensure that all guests leave having had a positive and memorable experience and encourage them to leave feedback on social media.
- Assist in stock management processes.
- 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.
- Ensure the colleague support is delivered to the very highest standards.

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

This is a weekend-based role