

JOB DESCRIPTION – GUEST SERVICES TEAM MEMBER

If the below sounds like the perfect role for you please submit your CV and covering letter to our Retail Operations Duty Manager Rebecca at rclegg@yorkschocolatestory.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.

Regardless of the task in hand, together at Continuum we will have fun and make money – in that order!

KEY ACCOUNTABILITIES

- 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.
- Follow daily opening and closing procedures as appropriate.
- Take pride and responsibility in the appearance of the attraction.
- Ensure that all retail areas are merchandised creatively.
- Be competent and able to support across all commercial areas of the attraction
- Ensure the guest experience is delivered to the very highest standards, whilst endeavouring to make each visit feel memorable.
- Actively promote the sales of our photo souvenirs, printing photos following guest orders and processing payments.
- 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.
- 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.

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

Designate Duty Manager additional responsibilities:

- Work alongside the operations manager to contribute to the commercial success of the attraction.
- Assist in stock management processes, this will include participating in regular stock counts across both retail and F&B.
- Manage Team Absence procedure including record keeping, ensuring all back to work interviews are logged and any issues brought to the attention of the Guest Experience Manager.
- Ensure all guest complaints are dealt with efficiently and effectively.
- Respond effectively to any incident on site, which might require assistance of the emergency services (such as Police, Ambulance or Fire Services).
- Ensure all policies and procedures are adhered to.
- Support the Operations Manager in reviewing, amending, and implementing procedures as appropriate.
- Manage and oversee the operation in the absence of Operation Manager.
- Managing and amending allocation sheets for operation days if required (staff sickness etc.)
- Assist the operations manager with any recruitment drives for tour guide and guest services.
- Proficient use of the till and booking system.
- Ensure the guest experience is delivered to the very highest standards, whilst endeavouring to make each visit feel memorable.
- Ensure that the highest standards of presentation are maintained by all the Guest Services team and Tour Guide team.
- Deal with all guest feedback professionally in a calm and effective manner.

- Attend all training sessions and team meetings as required.
- Identify any suggestions for improvement to enhance the guest experience within the attraction.
- Work with management on product enhancement: events, tours etc.
- Assist the guest service administrator on emails when required, providing guests with excellence guest service in a timely manner.
- Operate mid-week operation.
- Assist with the creation of rotas, schedules for the team.