

## JOB DESCRIPTION – GUEST SERVICES TEAM MEMBER

### PURPOSE OF THE JOB

Deliver exceptional customer service across the attraction. Working as part of a team to provide guests with a friendly welcome.

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

### KEY ACCOUNTABILITIES

- Deal with guest bookings in line with the expected Continuum Attractions standard.
- Deal with guest enquiries in a friendly and efficient manner.
- 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.
- Willingness to undertake relevant training to improve/reinforce knowledge and understanding of role and attraction Undertake daily opening and closing procedures.
- 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.
- Ensure that uniform/costume is clean and well-presented and that clothing guidelines are adhered to at all times.
- 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.
- Undertake all cash handling in line with Continuum Attractions financial procedures.
- Work across the commercial areas of the attraction (admissions, retail, Café, tours, hospitality etc.) as and when required.

- Assist with private, evening hire and event operations as directed by a line manager.
- Work within Continuum Attractions Health & Safety guidelines and alert Managers as any issues arise.
- Contribute towards meetings and future development of the attraction.
- Identify, evaluate and instigate where appropriate new commercial opportunities.

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