JOB DESCRIPTION – TOUR GUIDE

PURPOSE OF THE JOB

To deliver a memorable and enjoyable experience for all guests through guided tours, demonstrations, performance and street promotional activity. Ensure that all guests and potential guests to the attraction receive the highest level of customer 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

- Ensure the guest experience is delivered to the very highest standards and adhere to timings, whilst endeavouring to make each and every tour feel unique.
- Exhibit stage presence throughout the interactive experience, commanding your audience confidently and effectively.
- Ensure that all guests leave having had a positive and memorable experience and encourage them to leave feedback.
- With a conscientious attitude, learn, follow and deliver the script given.
- Be open to receiving feedback from the management team and action it in an efficient manner.
- Carry out all tasks given by the management team.
- To carry out all other duties as requested by Management Team including general housekeeping.
- Actively promote ticket sales both inside the attraction and at external locations (including street marketing).
- Embrace the idea of 'the team' and actively work to ensure the success of the attraction.
- Ensure you are always punctual and ready to start working at the time your shift starts.
- Ensure the highest standards of presentation are maintained throughout the attraction at all times.
- Ensure a high level of presentation, personal hygiene and that uniform guidelines are adhered to at all times.
- Be courteous and professional to guests at all times.

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- Observe and report to the General/Duty Manager immediately any incidents, which may affect the presentation, other employees or guests of the visitor attraction.
- Attend all training sessions and team meetings aimed at improving/reinforcing knowledge and understanding of the job.
- Contribute to the commercial success of the attraction by promoting the attraction to prospective guests.
- Ensure that all processes and policies are adhered to at all times including those concerned with health and safety.

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

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