JOB DESCRIPTION –
GUEST SERVICES TEAM MEMBER

If this sounds like the perfect opportunity for you please submit your CV to our Operations Duty Manager Kesia at kmiddlemore@oxfordcastleandprison.co.uk

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.

- 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