



Job Profile

Role: Guide and Experience Assistant

Reports to: Visitor Operations Supervisor

Summary:

Guide and Experience Assistants will be responsible for providing a world class service to all visitors at Holyrood Distillery. They will ensure that all tours are delivered to the highest standard and each visitor receives a personalised and dynamic experience.

They will assist the Visitor Operations Supervisor in developing the visitor experience through extracting visitor feedback, and ensuring their front facing areas are presented to the highest possible standards.

Delivering a varied programme of tours and experiences will be their primary duty; however, they will also perform other duties across the distillery - selling and upselling experiences and product in the shop, visitor welcome and reception area, and in the Distillery Bar.

Guide and Experience Assistants will act as public facing representatives for Holyrood Distillery at all times, be passionate and knowledgeable about our products and experiences, and will provide a five star hospitality experience.

The individual must enjoy interacting with the public and be confident with public speaking, tailoring experiences for visitors from around the world. In addition, they will respond to unexpected situations in a professional manner and seek advice and support from line manager when required.

Essential Duties and Responsibilities:

Visitor Operations

- Provides a welcoming and inclusive approach to all visitor operations activities, meeting or exceeding our Holyrood Distillery standards
- Deliver a variety of tours and perform other operational duties as directed by your line manager

- Ensure all tours and activities deliver best value for money, ensuring the visit is positively memorable, an excellent customer experience for the visitor and therefore contributes to maximizing income
- With advice and direction from the Visitor Operations Supervisor, ensure the front of house is presented to the highest standard
- Provides operational support for Holyrood Distillery events with direction from the Visitor Operations and Event Manager
- Assisting with queue management
- Performs basic cleaning duties within the Distillery Visitor Centre including stocking up toilet facilities, cleaning surfaces and responding to urgent situations such as leaks or spills
- Building on previous experience share ideas and suggestions to enhance the visitor experience, taking a keen interest in the spirits industry and our project as a whole
- Flexible in your approach and able to think under pressure to solve problems

General

- Communicate effectively with other departments/colleagues within the Distillery.
- Confidently and comfortably be able to manage a large group of people
- Effectively communicate with your line manager to ensure your work days are rostered on correctly and any holidays taken are relayed in advance.
- Carry out any other reasonable duties as requested by the Visitor Operations Supervisor or other designated senior staff.
- To undertake continuous personal and professional development, through effective use of Holyrood Distillery performance management schemes and staff development opportunities
- To take an active interest of the internal workings of the Distillery
- Actively seek customer feedback and communicate any information directly to your line manager
- Consistently look for ways to improve our service and actively feedback constructive ideas.
- Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/ dignity and actively contributing to developments that support Holyrood Distillery's strategy for widening access, inclusion and diversity.

Position Requirements:

Essential

- Visitor Attraction/Customer service experience in a similar environment
- Good achievement of standard grades (or equivalent), including English and Mathematics
- Providing first class customer care and service, including dealing with customer queries
- Calm under pressure and ability to confidently interact with the public
- Dedicated to the continuing professional development of themselves

Desirable

- Experience of being a tour guide in a similar attraction
- Knowledge of, or passion for, whisky and distilling
- Use of electronic booking systems/cash till
- Understanding/knowledge of Scottish tourism industry

- Can fluently speak multiple languages, including but not exclusive to Spanish, Mandarin, French or German

Schedule: Hours will vary and include weekdays, occasional evenings, weekends and holidays. Schedule flexibility required.

Travel: Some travel required. Most within Edinburgh but some limited travel may be required within the UK.