



Job Profile

Role: Retail and Experience Assistant

Reports to: Retail and Admissions Supervisor

Summary:

Retail and Experience Assistants will be responsible for providing a first class service to all visitors at Holyrood Distillery. They are responsible for tour admissions, the stock and presentation of the shop, including the sale and up sale of spirit products, tickets & merchandise and will ensure that all customer interactions are delivered to the highest standard and each visitor receives a personalised and dynamic experience.

Working within our retail and admissions operation will be their primary duty; however, from time to time they may be asked to perform other duties across the distillery which may involve supporting the guiding team.

Retail 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, have a positive attitude, be passionate about delivering excellent customer service and happy to muck in where required for our busy start-up.

Essential Duties and Responsibilities:

Visitor Operations

- Provide a welcoming and inclusive approach to all visitor operations activities, meeting or exceeding Holyrood Distillery standards.
- Ensure that visual merchandising standards are maintained to the highest standard.
- Ensure all Retail/Admissions spaces are kept clean, well-stocked, well presented and merchandised to the highest standards at all times, providing visitors with an exceptional shopping environment and atmosphere, contributing to maximising income.
- With support, ensure that Holyrood Distillery's financial and cash handling procedures are maintained.
- Work alongside Visitor Operations Supervisor to assist with delivering our varied programme of tours, experiences and Holyrood Distillery events and operations.
- Keep up to date with new system developments and functionality.
- Assisting with queue management.

- 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/colleague within the Distillery.
- 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 Retail and Admissions 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 or Europe.