



Job Description

Job Title:	Tour Guide/Receptionist
Responsible to:	Head receptionist
Responsible for:	Delivering tours & front of house duties

Location: National Brewery Centre

Main Purpose of Job:

To assist on the day to day running of the museum reception and provide engaging and historical tours to groups around the museum.

Main responsibilities

- Front of house reception duties
- Answering the phone and face to face enquiries
- Updating ticket sales from online system & taking phone bookings
- Serving in the shop & coffee shop
- Tour guide – deliver exceptional quality tours and be able to answer any questions from customers

General responsibilities

- Deliver a first class service to our customers at all times
- Ensure the department maintains all health & safety policies at all times
- Ensure the department as a function, delivers the minimum Core Standards as set out by the General Manager & Planning Solutions
- Working as part of a team

About you

- Excellent customer service skills
- Interest in beer and local history an advantage but not essential
- Excellent time management skills
- Good communication skills
- Computer literate with experience in Excel, Word and online.

Additional duties:

- Undertake any other reasonable management request
- Attend staff meetings when required
- Work flexibly where possible to support the business when required

Legal Duties:

- Comply fully with all legal requirements including GDPR, Employment law, Weights and Measures, (this list is not exhaustive)
- Attend any Health and Safety training when required
- Ensure full compliance with all areas of Health and Safety as per company Health and Safety policy at all times



- Ensure full compliance with Food Hygiene Regulations at all times

This job description is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties as flexibility in meeting the business needs is required by all employees.

I confirm that I have read and agreed this job description explained the main duties of my job, however I understand that this list is inexhaustible.

Signed: _____ (Job Holder)

Print Name: _____ Date: _____

JOB SPECIFICATION

Qualification

	Essential	Desired	Measured

Experience

	Essential	Desired	Measured

Skills

	Essential	Desired	Measured

Personality

	Essential	Desired	Measured

WAGE	CONTRACT TYPE	DAYS
£	ZERO HOUR due to seasonal work	ANY 5/7