

Job Description: Seasonal Visitor Experience Guides & Visitor Welcome Hosts

Job Title:	Seasonal Visitor Experience Guides	Responsible to:	Sales & Events Manager
Main purpose of job:	Welcoming visitors and providing information to members of the public and members of staff regarding the history of the Palace and grounds, Murray family and Scottish history, through general State Room guiding or as a private guide.		
Main responsibilities include :			
	<ul style="list-style-type: none"> - Delivering excellent customer service and a warm welcome to visitors - Providing information on the history of the Palace to visitors - To assist with fire evacuations to the designated RVP (rendezvous point) - Ensure that all public areas are tidy and presentable at all times - Promoting other departments and events within the Palace - To assist in maintaining high standards of presentation of the State Rooms - To assist in the de-rigging and re-set of the State Rooms if requested - To report any breakages, incidents, including suspicious persons etc to the Duty Manager - Any other duties requested by the Sales & Events Manager or Management Team 		
Job Title:	Seasonal Visitor Welcome Host - Tickets	Responsible to:	Sales & Events Manager
Main purpose of job:	Ticket & Guide Book sales, cash and credit card handling. Welcoming and providing assistance to members of the public and tour groups.		
Main responsibilities include :			
	<ul style="list-style-type: none"> - Ticket & Guide Book sales - Delivering excellent customer service - Reporting of any incidents etc via two-way radio - Conversion of enquires to sales ie “drop in” visitors - Promoting other departments and events within the Palace - Processing of admin, including season ticket holders etc - Managing the parking of vehicles - Assisting in the management of fire evacuation (rendezvous point) - Keeping the Ticket Hut and environs stocked and clean as required - Any other duties requested by the Sales & Events Manager or Management Team 		
Requirements of the Roles:	<ul style="list-style-type: none"> - A commitment to delivering the highest standards of service - A flexible and adaptive manner and positive, helpful attitude - The ability to work efficiently in a busy environment - The ability to work well within a team - Maintain a high standard of punctuality and personal appearance 		

These roles operate on a three week rolling rota, working 7 days out of 21 and 1 in 3 weekends.