

# FULL-TIME VISITOR ASSISTANT



Do you genuinely love meeting new people? Are you an engaging speaker with a passion for sharing knowledge? Are you enthusiastic about creating lasting memories by providing the best service you can? If this sounds like you, then you could be our next Visitor Assistant!

**Location:** The Royal Mile, Edinburgh, EH1 2NE  
**Pay:** Starting rate of £9.00 per hour, increasing to £9.27 with experience  
**Hours:** 36.25 hours per week (rota based, includes weekends)

You will already be:

- Happy to answer any question and go the extra mile for each customer
- Confident in approaching and chatting to people from around the world
- A clear and engaging communicator with excellent presentation skills
- Inquisitive, a keen learner and happy to find the solution to any problem
- Flexible in your approach and able to think on your feet to solve problems

You may even be able to speak another language or have worked in tourism before, but this isn't essential if you have the enthusiasm and personality we're looking for.

The role will require you to:

- Proactively approach and provide a genuine warm welcome to every customer
- Actively promote our tours, answer questions and sell tickets at our box office
- Lead our Silver and Gold tours, ensuring every guest has a fantastic experience
- Work closely with the rest of our close-knit front of house team
- Assist with general housekeeping
- Act as an ambassador for Scotch whisky, Edinburgh, and Scotland as a whole

In turn, we will develop you through regular coaching and training, and encourage you to gain the skills required to reach Senior Visitor Assistant level. You may then be entrusted with further duties as you progress:

- Hosting our luxury Platinum and Taste of Scotland Tours
- Tutoring customers on our in-depth Morning Masterclass Tours



We are a five-star visitor attraction in the heart of Edinburgh and our mission is to make the world fall in love with Scotch whisky.

We provide a variety of guided experiences for everyone, from absolute beginners to whisky collectors.

We'd love for you to look around our website and find out more about us. You could even have a look at our [team blog](#) which covers whisky, things to do in Edinburgh and a peek behind the scenes here at the Scotch Whisky Experience!

If you're ready to apply, then let us know why you would love to work for us and show us how you have the skills and experience necessary, by [sending](#) us your covering letter and CV. Don't forget to let us know where you saw the job advertised.

We can't wait to hear from you!