



VISITOR EXPERIENCE MANAGER

PASSIONATE ABOUT DRIVING SALES AND DEVELOPING A TEAM

- Acknowledge everyone by delivering a genuine welcoming experience
- Disappoint no one by anticipating visitors' needs and looking to always exceed their expectations
- Make everyone feel special by engaging customers and motivating your team
- Solve anything by making the right decisions for your customers and your team
- Ensure that, nothing is ever fine, everything is always excellent

What about you?



- Confident with strong commercial awareness and a natural character
- An engaging and approachable communicator with a warmth of spirit
- An inquisitive and proactive learner with a thirst for knowledge
- An inspiring mentor bringing a blend of enthusiasm, passion and support
- A flexible team leader who embraces change and is determined to raise the bar
- Organised and good at time management
- Able to work well under pressure
- A motivational and encouraging coach offering a double measure of fun!



What will you be doing?

- Leading by example to ensure that every customer has a memorable experience – you will be a strong, visible presence on the floor
- Thinking on your feet and problem solving on a daily basis
- Coaching and developing your team to ensure they reach their full potential
- Liaising with other departments to ensure the seamless running of our business
- Championing our culture and values in all aspects of your role



Interested?

Do you think you've got what it takes to be our next visitor experience manager? Email a CV and cover letter to Angela angela@scotchwhiskyexperience.co.uk by Monday 16 May 2022

