





VISITOR ASSISTANT

DYNAMIC STORYTELLER, PASSIONATE ABOUT CREATING MEMORIES

Proactively acknowledge every customer and deliver a warm, genuine welcome

Anticipate every customer's needs so that no-one is disappointed Connect each guest personally with Scotch whisky to make them feel valued Uphold outstanding levels of service to overcome any problem or challenge Ensure the customer experience you offer is never just fine, it is always excellent

What about you?



A confident, outgoing storyteller with a natural character
An engaging communicator overflowing with a warmth of spirit
An inquisitive, keen learner with a thirst for knowledge
A Scotch whisky ambassador bringing a blend of enthusiasm and devotion
A hardworking, flexible problem solver determined to raise the bar
A cheerful presenter always ready for a double measure of fun!

What will you be doing?

Proactively welcoming customers and proudly promoting our tours
Efficiently operating our box office till and offering advice to customers
Enthusiastically leading tours, ensuring everyone has a memorable experience
Assisting at our Scotch whisky bar and giving knowledgeable
recommendations

General housekeeping to keep our bar, tour and shop looking their best!

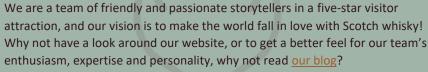


Contract weekend/seasonal, 7.25 hours per week
Hours rota based, includes evenings and weekends
Salary £11 per hour, increasing to 11.40 with experience

You will be busy; on your feet all day and you will be learning lots! Our friendly visitor assistants will look after you and encourage you to reach your full potential through regular training and coaching.



What about us?



Our visitor assistant team work together to connect everyone- from absolute beginners to connoisseurs- with Scotch whisky.



Do you think you'd bring something special to our team? Then we'd love to hear from you! Maybe you've worked in tourism before, or perhaps you







speak a foreign language. If so, your <u>application</u> will really stand out. But this isn't essential; just tell us why you'd love to join our team.