

JOB DESCRIPTION – HOSPITALITY TEAM MEMBER

If this role sounds like the perfect opportunity for you please send your CV and Cover Letter to our Hospitality Manager, Donna at dwellham@spinnakertower.co.uk

PURPOSE OF THE JOB

Deliver exceptional customer satisfaction across the attraction. Working as part of a team to provide guests with a friendly welcome. To ensure the commercial success of the Hospitality Department

Regardless of the task in hand, together at Continuum we will have fun and make money – in that order!

KEY ACCOUNTABILITIES

- Ensure a high level of presentation, personal hygiene and that uniform guidelines are adhered to at all times
- Ensure that the presentation of the facility meets the standards of an industry leading visitor experience
- Work in accordance with Continuum policies with particular emphasis on financial controls, health and safety and personnel practices and confidentiality
- Be an Ambassador for the attraction answering guest queries regarding the product and history and encourage knowledge sharing among the team
- Ensure all operations conform to legal regulations with regard to health and safety requirements
- To ensure that all guests to the facility receive the highest level of guest engagement at all times.
- To promote and actively explore products options with all guests at the attraction.
- Encourage guests to leave feedback on their experiences at the attraction.
- Manage guest bookings in line with the expected Continuum Attractions standard.
- Accountable for the delivery of departmental KPIs relating to guest experience and health and safety
- To maintain the overall presentation of the Hospitality operation by clearing tables and waste materials in a timely fashion.
- To maintain an excellent level of timekeeping.
- Ensure that all retail areas fully stocked and merchandised in a professional and creative manner.
- Assist with private, evening hire and event operations as directed by a line manager.

- Work across the commercial areas of the attraction (admissions, retail, Café, tours, hospitality etc.) as and when required.
- Undertake all cash handling in line with Continuum Attractions financial procedures.
- To ensure that all policies and procedures are adhered to at all times and to perform all tasks delegated by the Management Team.
- Ensure that uniform is clean and well-presented and that clothing guidelines are adhered to at all times.
- To report to the Duty Manager any incidents that could affect the presentation of the facility, or the health and safety of employees and guests.
- To undertake departmental and site training as and when required, including regular practice of fire procedures, evacuation process and Health and Safety training.
- To undertake any other reasonable task as required by the Management Team.
- Contribute towards meetings and future development of the attraction.
- Actively encourage feedback from guests and implement any appropriate changes to improve the level of service offered.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS