

Job Description

Job Title	Visitor Experience Assistant
Department	Visitor Experience
Reporting to	Café Manager/Visitor Experience Manager
Hours	Various - covering seven-day operation (casual contract)

Summary

This is a combined position where the Visitor Experience Assistant would work across all areas of the Visitor Experience operation, which includes the Cafe, retail sales, admissions and events.

Job role:

Key responsibilities:

- Provide a warm and informative welcome to our visitors as they arrive for their visit, selling admission tickets, books, and retail merchandise.
- Provide an efficient high-quality food and drinks service in a friendly manner to visitors to our Waterside Café.
- Follow instructions efficiently and support any commercial initiatives that are introduced.

Main responsibilities:

Waterside Café:

- Serve visitors with excellent customer service; promptly, efficiently, and courteously.
- Prepare the Café and food counter display at the start of the day, ensuring it is ready for opening at 10.00am.
- Ensure the presentation of the food counter is stocked and maintained throughout the day.
- Serve visitors efficiently with food and drink orders, including Barista style hot drinks.
- Process sales of food and drinks through the till efficiently, processing payments accurately.
- Keep the Café clean and tidy; clear and clean tables, taking the crockery to the kitchen for cleaning.
- Carry out dishwashing duties, put away clean crockery, cutlery, and equipment.

- Clean and close the Café at the end of the day which includes the coffee machine.
- Understand the need for, and help to maintain, excellent hygiene procedures.
- Under the training and guidance of the Café Supervisor, develop a good knowledge of the products on offer.
- Ensure compliance with all food hygiene, legislation, allergen and Health and Safety procedures.

Front of House admission tickets and gift shop:

- Provide exceptional customer service by offering a warm welcome as visitors arrive at the Museum for their visit.
- Process and sell admission tickets for visitors in an efficient and prompt manner.
- Process admission ticket sales efficiently as visitors arrive for a pre-booked time slot or check Membership cards/Annual Passes.
- Accurately record details supplied by our visitors for Gift Aid purposes.
- Actively sell the Museum guidebook as well as encouraging sales of other Museum products and services.
- Process retail sales efficiently and accurately, being aware of retail merchandise.
- Assist with pricing of retail stock and the replenishing of merchandise.
- Support the Retail Manager by helping to keep the shop clean, tidy, and well-stocked.
- Keep up to date with exhibition content, scheduled events, and activities to provide visitors with this information.
- Provide information and assistance to visitors, identifying individual needs and assisting where possible.
- As and when required in the absence of the Visitor Experience Supervisor, assist with the management of the queuing system for visitors arriving at the Museum.

General:

- Carry out evacuation responsibilities in an emergency.

Competencies

Essential

- Previous experience of working in a busy customer facing environment and/or previous experience of working in a busy catering or food and beverage environment
- Excellent communication skills to interact confidently with visitors
- Excellent customer service skills
- Conscientious, enthusiastic, and motivated
- Ability to work as a member of a team; flexible to work across all areas
- Experience of processing transactions using a till/EPOS system
- Excellent organisational skills, with thoroughness and attention to detail
- Excellent standards to personal presentation, smart appearance

Desirable

- Barista trained (training will be provided)
- An awareness of food hygiene and/or Level 2 Food Hygiene qualification
- An awareness of Health and Safety procedures