

HOLYROOD

DISTILLERY

Role Profile

Role: Seasonal Brand Home Host

Reports to: Brand Home and Duty Managers

Summary - Winter seasonal role – **must** be available to work over Christmas and New Year (NB we are closed Christmas Day and Boxing Day). You will be working in the distillery bar, reception and shop, and be supporting the wider Brand Home team with experience set up and clear down.

Summary:

Hosts are responsible for providing a world class service to guests at Holyrood Distillery. Working within our on-site bar, shop and reception; actively promoting and selling our brand, products, and experiences as well as assisting with the setting up and clearing down of tours and experiences

They will have responsibility for processing tour bookings, the sale and up-sale of spirit and shop products, tastings, pouring and presenting drinks, and maintaining stock and presentation standards across all areas of the Brand Home.

Must be a genuine people person, able to build quick rapport. Calm when under pressure, with the confidence and ability to respond to unexpected situations professionally, and to seek advice and support when required.

Essential Duties and Responsibilities:

Bar and Retail Operations

- Provide a passionate, welcoming and inclusive approach in all activities.
- Process ticket sales, ensuring a comprehensive understanding of our various tours, and ticket options and upselling when appropriate.
- Process retail sales accurately, having full knowledge of all product lines, promotions etc.
- Process bar orders from visitors and prepare and serve drinks to the highest standards.
- Comply to Scottish Licensing law, adhering to Challenge 25, monitoring guest alcohol intake.
- Ensure stock levels of products, consumables, garnishes, spirits, glasses etc. are maintained at all times.
- With advice and direction from the incident manager, ensure all public areas are presented to the highest standards both in terms of presentation, and safety.

General

- Communicate effectively with other departments/colleagues across the business
- Demonstrate excellent customer service skills and the ability to establish and build rapport with all visitors.
- Confidently and comfortably able to manage large groups of people.

- Carry out any other reasonable duties as requested by the Incident Manager or other designated senior staff.
- Actively seek customer feedback and communicate any information directly to your line manager.
- Learn, understand and be able to positively articulate Holyrood's brand and production ethos.
- Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity.

Position Requirements:

Essential

- Relevant experience of working within a front-facing hospitality environment such as a restaurant, bar or other venue/attraction
- Providing first class customer care and service, including dealing with customer queries
- Calm under pressure and ability to confidently interact with the public.
- Excellent multi-tasking skills and ability to work with minimum supervision.

Desirable

- Knowledge of, or passion for, spirits and distilling.
- Use of electronic/digital booking and payment systems
- Understanding/knowledge of Edinburgh tourism, food and drink and/or hospitality

Contract type and schedule:

Various hours and contracts are currently available for the role of Seasonal Brand Home Host- part time and full time. Working hours will generally be between the times of 11am and 8.30pm. Occasional earlier starts or later finishes may be required.

Start date can be negotiated. End date likely to be Sun 7 Jan.

Salary: £10.90 per hour

APPLY NOW – send your CV and covering letter to jen@holyrooddistillery.co.uk ideally before 20 November 2023.