

HOLYROOD

DISTILLERY

Role Profile

Role: Hosts and Guides

Reports to: Brand Home Managers and Shift Supervisors

Summary: Various contracts available – casual, part time and full-time. Primarily guiding, but also bar & events, and some tours admin support.

Summary:

Hosts and Guides are responsible for providing a world class service to guests at Holyrood Distillery. They will work within our on-site bars, leading tours and hosting events; actively promoting the brand, products, and experiences. They may also be asked to perform other duties across the distillery which will involve working within the shop, taking bookings, assisting with admin tasks, and opportunities to learn about, and be more involved in, production operations.

They will have responsibility for the daily stock and presentation of the Distillery, including the sale and up-sale of spirit and shop products, tastings, pouring and presenting drinks, and other related activity.

Hosts and Guides will be the face of Holyrood Distillery – so must be passionate and knowledgeable about our products and experiences; and be a genuine people person with a passion for Edinburgh and our place in it.

Must be 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:

Tour, Bar and Event Operations

- Provide a passionate, welcoming and inclusive approach in all activities
- Gain, maintain and impart a thorough knowledge of our mission and vision at Holyrood, including our particular style, approach, and ethos to distilling and spirit production
- Undertake comprehensive training in order to lead tours, guiding guests and groups through our whisky and spirits distillery and the various experiences we have to offer.
- Accept orders (via digital app or otherwise) from guests, and prepare and serve their drinks to the highest standards
- Comply to Scottish Licensing law, adhering to Challenge 25, monitoring guest alcohol intake
- Complete weekly stock takes and assist in processing orders in line with guest and sales projections
- Ensure stock levels of garnishes, alcohol and glasses are maintained throughout the day
- Undertake regular and scheduled cleaning duties to maintain a sanitary environment With advice and direction from the Duty Manager, ensure front of house is presented to the highest standards
- Provide operational support for the general management and maintenance of the distillery

- Share ideas and suggestions to enhance the guest experience, taking a keen interest in the spirits industry and our vision as a whole
- Flexible in your approach and able to think under pressure to solve problems

General

- Communicate effectively with other departments/colleagues within the Distillery.
- Excellent customer service skills and ability to establish and build rapport with our guests
- Confidently and comfortably able to manage large groups of people
- Work collaboratively with colleagues to ensure a well-rounded and unique experience for all Holyrood Distillery guests
- Carry out any other reasonable duties as requested by the Shift Supervisor/Duty Manager or other designated senior staff.
- Take an active interest of the internal workings of the Distillery
- Actively seek customer feedback and communicate any information directly to your line manager
- 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 on site

Desirable

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

Salary

- £20,800 (pro rata)

Other benefits include

- Annual drinks/spirits allocation
- Spirits-industry learning and development