



## VISITOR EXPERIENCE ASSISTANT

DYNAMIC STORYTELLER, PASSIONATE ABOUT CREATING MEMORIES

Proactively acknowledge every visitor with a warm, genuine welcome  
Anticipate every visitor's needs so that no-one is disappointed  
Connect with each guest personally 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's 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 passionate and enthusiastic presenter  
A hardworking, flexible problem solver determined to raise the bar  
A cheerful and outgoing host ready for a double measure of fun!

### *What will you be doing?*

Enthusiastically leading tours, ensuring everyone has a memorable experience  
Proactively welcoming customers and proudly promoting the whole attraction  
Selling tickets from our box office and offering advice to customers  
Selling and serving in our Gift Shop and Scotch whisky bar, giving knowledgeable recommendations  
General housekeeping to keep our bar, tour and shop looking their best!



Contract	Full-time 36.25 hours per week
Hours	rota based, includes evenings and weekends
Salary	£11.45 per hour, increasing to 11.90 with experience

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



### *What about us?*

We are a team of friendly and passionate storytellers in a five-star visitor attraction. We exist to make the world fall in love with Scotch whisky! Why not have a look around our website, or to get a better feel for our team's enthusiasm, expertise and personality, why not read [our blog](#)?

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

### *Interested?*

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 [application](#) will really stand out. But this isn't essential; just tell us why you'd love to join our team.

