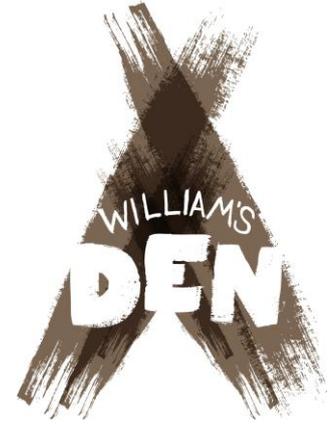


# William's Den Job Description



**Post:** Experience Team Member  
**Reports to:** Head of Experience  
**Responsible for:** None  
**Location:** North Cave, East Riding of Yorkshire

## Summary

a.	Deliver excellent levels of internal and external guest service, ensuring all communications are managed efficiently and effectively.
b.	Provide a high-quality experience to our guests, managing bookings efficiently and effectively.
c.	Maintain a clean, hygienic and well-presented environment.
d.	Deal with all guest queries and concerns.

## Essential duties & responsibilities

<b>1.0</b>	<b>People</b>
1.1	Always be punctual, reliable and adhere to the highest standards of organisation required by the company.
1.2	Take pride in your personal appearance and maintain high standards of hygiene.
1.3	Be a proactive and committed member of the experience team, contributing to the William's Den culture, and maintaining a positive relationship with all other team members.
1.4	Attend monthly team meetings to ensure you are kept up to date with all site information, events and performance.

<b>2.0</b>	<b>Guest</b>
2.1	Ensure that service standards are consistently delivered.
2.2	Keep abreast of information on all William's Den facilities, programmes and events in order to ensure you are fully aware of everything going on across the business and can be an important link between guests and other departments.
2.3	Process guest bookings efficiently and effectively, providing service to the highest standard at all times.
2.4	Ensure all guests are greeted in a friendly and courteous manner.
2.5	Respond to guest feedback quickly and efficiently, and pass the relevant information on to the Head of Experience.
2.6	Ensure all equipment is checked regularly, and maintained to the highest standard. Feed back to the Head of Experience any relevant issues that may need further attention.

<b>3.0</b>	<b>Investor</b>
3.1	Effectively use the EPOS system ensuring all bookings and products are correctly processed and accounted for, and guests receive correct change.
3.2	Monitor shop stock levels and follow procedures for restocking, and wastage monitoring, reporting anything that is not in line with procedure to the Head of Experience.
3.3	Actively promote the sale of products and any forthcoming events in a professional and friendly manner, whilst maximising all departmental opportunities to ensure targets are met.

3.4	Take responsibility for your till, ensuring cash handling procedures are followed and any discrepancies investigated.
-----	---

<b>4.0</b>	<b>Safety</b>
4.1	Ensure you understand your legislative requirements and are fully compliant, including health and safety and food safety.
4.2	Proactively anticipate potential safety hazards and be prepared to undertake any emergency actions necessary.
4.3	Be passionate about keeping yourself, other employees, our guests and the site safe at all times by making sure you understand and carry out your health and safety responsibilities. Let your manager know immediately if an accident does occur, or even if one is narrowly avoided to prevent further incidents happening in future.
4.4	Be fully aware of all emergency and evacuation procedures and take part in regular training to maintain up to date knowledge of these procedures.
4.5	Ensure that all cleaning duties and tasks are carried out in accordance with health and safety working guidelines and procedures, including safe use of cleaning substances and materials in line with COSHH regulations.
4.6	Ensure all log books and checklists are kept up to date in accordance with standard operating procedures.

<b>5.0</b>	<b>Key behaviours</b>
5.1	A positive people person who is approachable to both guests and other team members.
5.3	Highly organised, structured approach to work, able to easily understand procedures and leads by example in following them. High attention to detail and a commitment to excellence.
5.5	Flexible and open minded to both creative changes and unexpected operational demands; a positive attitude that enjoys solving problems.
5.7	Willing to support any staff member complete any task at any level of the business if there is clear need in the moment - no task is beneath them.
5.8	Champion of the brand values and brand guidelines.

<b>6.0</b>	<b>Skills and training</b>
6.1	Basic user of Microsoft Office.
6.2	Confident user of Electronic Point of Sales systems.
6.4	Up to date working knowledge of Health and Safety Regulations and Food Safety standards.
6.5	Champion of the brand values and brand guidelines.
6.6	First aid qualification.
6.8	Previous experience is a customer facing environment.

I have read and understood my responsibilities as outlined in this job description. I agree to perform to the best of my ability at all times during my employment with William's Den.

Name of employee:

Signature:

Date: