

## **JOB DESCRIPTION FOR TOUR GUIDE AND RETAIL ADVISOR**

### **REPORTING TO:**

- Tour & Retail Manager

### **SUMMARY**

- We are looking to recruit enthusiastic individuals who possess excellent customer service skills and have the confidence to conduct distillery tours for up to 15 visitors. Some retail experience is preferred.

### **MAIN OBJECTIVES:**

- Greet all customers in a warm, genuine and friendly manner.
- Ensure that customers receive the best possible service every time that they enter the store.
- Assist in the maintenance of standards on the shop floor and for all displays and merchandise.
- Keep stock, clean and presentable at all times.
- Replenish stock levels when needed, making sure the full size range is on the shop floor where possible.
- Demonstrate a pride and passion for The Lakes Distillery
- Display confidence with face to face contact with visitors within the distillery visitor centre experience including distillery tour, distillery shop and distillery
- Demonstrate an appetite and enthusiasm for learning, continually developing your own knowledge of The Lakes Distillery as well as furthering your own levels of customer service.
- Ability to communicate the above knowledge and entertain visitors, delivering an authentic tour experience.

### **How to apply**

If you'd like to join our retail team, send us an email with your CV directly to Retail Manager Brian Hill: [brianhill@lakesdistillery.com](mailto:brianhill@lakesdistillery.com)

Applications for the role of Tour Guide and Retail Advisor will only be considered if we are provided with a full CV and cover letter detailing your recent work experience in a similar capacity with dates of employment. You must have eligibility to work in the UK. Please note, only suitable applicants will be contacted and incomplete CVs will not be considered.

Own Transport desirable.

Job Type: Full Time/Part Time  
Fixed Term Contract: Sept – January