



## Guest Experience Host: Tours & Retail

Based at The Lakes Distillery, near Bassenthwaite Lake, Cumbria.

At The Lakes Distillery, we believe in taking the lead and following our instinct. We have been distilling for only seven years, but this ethos has already resulted in us being named 'One of eight distilleries to visit in the World before you die' (World Whisky Day), to win the 'Best distillery visitor attraction' for three consecutive years (The Spirits Business) and, to be named as an 'Icon of Whisky' and 'Whisky visitor attraction of the year' (Whisky Magazine). Most recently our Whiskymaker's Reserve No.4 was crowned the 'World's Best Single Malt' at the 2022 World Whisky Awards.

We are currently searching for people to join us until the end of the 2022 summer season who love the idea of sharing the story of our distillery, our world-class spirits, and our beautiful Lakes' home and would relish the prospect of joining an ambitious business with an entrepreneurial approach.

If you don't know your single malt from your blend, or your puncheon from your hogshead that's okay. We will provide full training that gives you the knowledge and confidence you need to share our story.

We are in the business of supporting our team to develop fulfilling long-term careers right here in the Lake District, so if you've ever wondered about a career in the spirits industry with a local business on a global journey then please apply today.

**Reporting to:** Guest Experience Manager

**Contract Type:** Fixed seasonal, with potential for permanent employment after

**Working Hours:** 30 hours per week over four days.

**Salary:** Competitive and with generous benefits

### PRINCIPAL DUTIES & RESPONSIBILITIES:

As the face and heart of our distillery, your role in the Tours & Retail team will be to provide a warm welcome to our on-site guests, deliver communicate our whisky and spirits making process by delivering our tours and helping guests with purchases in our on-site retail store.

- Host distillery tours with guests; effectively telling the story of our home and whiskies and answering questions that guests may have.
- Assisting in our retail store and giving our guests exceptional customer service; keeping the store clean and tidy and ensuring that it always looks immaculate.



- Delivering tastings and sampling of our products and communicating our unique process showing guests.
- Assisting with any other duties as required and directed, to help with the effective running of our distillery site.

### **ABOUT YOU:**

You will be a natural people-person who collaborates well with a team, is enthusiastic, guest-focused and always comes to work with a great attitude.

Ideally, you'll also have:

- Experience in premium retail or hospitality.
- An enthusiasm for whisky and distilled spirits, with a desire to learn more and further your knowledge.
- The ability to confidently communicate and clearly present our story in a compelling way.
- Great personal presentation, with a sparkling personality and an understanding of what it means to put the guest first.
- The ability to work flexibly and over weekends and very occasional evenings to meet the needs of our seasonal and very busy tours and retail business.
- A desire to work as part of a close-knit team while developing your career within our growing business.

We're taking applications and interviewing now, so please apply with your CV and a brief cover note to tell us why you think you'd be a great fit for the role.