

## Front of House Team Member

	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
<b>QUALIFICATIONS &amp; TRAINING</b>	GCSE English and Maths	<ul style="list-style-type: none"> <li>• An appropriate retail course</li> <li>• Customer service training</li> </ul>
<b>EXPERIENCE</b>	Demonstrable and substantial experience of: <ul style="list-style-type: none"> <li>• Delivering great customer service</li> <li>• Cash handling experience</li> </ul>	<ul style="list-style-type: none"> <li>• Cash handling experience in a similar role</li> <li>• Previous public facing role an advantage</li> </ul>
<b>SKILLS &amp; KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• The ability to interact with children and adults of all ages</li> <li>• The ability to upsell and promote</li> </ul>	<ul style="list-style-type: none"> <li>• Good organisational skills</li> <li>• Knowledge of Kent Life and local tourism</li> <li>• The ability to speak a second language a bonus</li> </ul>
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Confident &amp; enthusiastic</li> <li>• Polite, engaging manner</li> <li>• A 'can do' attitude</li> <li>• Ability to work as part of a team</li> </ul>	
<b>SPECIAL REQUIREMENTS</b>	Ability to travel to other locations as required	Driving licence and use of a car an advantage