



Front of House Team Member

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