



## Front of House Team Member

**Job Title:** Front of House Team Member

**Location:** Kent Life

**Hours of Work:** Zero Hour Contract. Hours will vary depending on time of year, with the potential to earn more in high season, holidays and weekends

**Wage:** National Living/Minimum Wage

**Reports to:** Front of House Manager

**Accountable to:** General Manager

**Job Function:** To provide front of house services within the Front of House team with the overall aim of delivering complete guest satisfaction. Duties will include all aspects of guest services including admissions, retail, cleanliness of all working areas, cash & credit card transactions and stock replenishment

### Key Tasks:

- On a rota basis, command our Front of House desk and Gift Shop during the season including weekdays, weekends, bank holidays and special event days, thereby encompassing the following:
  - The sale of entrance tickets and produce
  - The promotion of our membership pass scheme and other incentive schemes
  - Cash handling, till reconciliation
  - Opening and closing of the building including activating alarms.
  - Assisting guests during the introduction to their visit, through distribution of promotional and informative information as well as promoting any and all schemes and incentives.

- Be available to work on all appropriate peak times, bank holidays and event days
  - Maintain appropriate records of guest numbers, cash takings, stock levels and hours worked
  - Restocking of all display stands, shelves and fridges
  - Maintain the cleanliness of the admissions and gift shop space.
  - Assisting with data capture both with surveys and membership pass scheme inputting.
- In conjunction with other staff undertake the role of Gate Steward and where possible monitor the entrance to ensure that guests have paid for entry. Ensure that the main delivery entrance gate is closed and locked to prevent unwanted pedestrian and vehicular access
  - To maintain at all times a friendly and helpful attitude towards the guests and to strengthen and develop the Company's image and profile by projecting a positive attitude towards guest care
  - To up sell any consumables with the aim of maximising the income generated from the Retail and Catering Outlets
  - Fulfil the role of the receptionist, dealing with guest enquiries and all other contractors, deliveries, questions and appointments
  - To adhere to the appropriate Health and Safety procedures and standards of staff behaviour and dress as stipulated by the Company's management
  - To undertake any other duties as required by the Company with a view to improving its services to the guest