

## General Assistant - Retail & Admissions

### Role Purpose:

The General Assistant Retail and Admissions Role will always endeavour to enhance the visitors experience and promote the ethos and standards of King John's Castle.

### The Role:

As a Retail and Admissions General Assistant you are required to be flexible in your role and upskill in all areas of the business to include Café, Retail Store, Admissions and the general Museum and Castle environs.

- Welcoming Guests to King Johns Castle.
- Be professional, reliable and friendly with high standards of personal hygiene and appearance.
- Engage with fellow employees and customers to create and maintain a friendly and vibrant atmosphere throughout the visitor experience in the museum, castle, retail and café.
- Be a team player who enjoys interacting with people and can 'go the extra (s)mile.'
  
- Daily operations of the retail and admission business unit:
  - Check-in and instruct guests of the visitor experience tour at admissions.
  - Focusing on quality and the standards of the Visitor Experience.
  - Ensuring that the retail stock is in place and well merchandised; participate in stocktaking.
  - Adhere to cash and monetary handling procedures following SH standard policies and procedures.
  - Demonstrate product knowledge when answering customer queries.
  - Following correct opening and closing procedures as outlined by the management Team.
  
- Participate in training as requested in line with your role.
- Adhere to and implement the health and safety policies.
- Follow company policies and protocols in all areas of operations.
- Reporting into Supervisor and Management team.

### Essential Requirements:

- Previous experience in retail trade and admissions is an advantage but not essential.
- Excellent interpersonal and communication skills.
- Ability to work on own initiative.
- Strong IT and EPOS abilities.
- Ability to deliver 1<sup>st</sup> class customer service.

**PLEASE NOTE:** from time to time the Company may ask you to do other reasonable tasks not stated within this job description but commensurate with the position. The Company also reserves the right to review and update this job description to reflect the changing needs of the job. However, any significant changes will be discussed in consultation with you.