



WILLIAM GRANT & SONS

ROLE PROFILE

Job Title	Visitor Experience Team Member
Job Level	5
Location	Tuthilltown Spirits
Business Unit	Branded Business Unit
Function	Retail
Leader	Visitor Experience Manager
People Leadership	
Role Purpose The Visitor Experience Associate is a brand advocate and supportive team member responsible for executing all operational functions of our shop, bar, bookable experiences and events. They are responsible for energetically engaging guests and delivering an exceptional experience to all visitors.	

Responsibilities:

- Energetically greet customers, respond to questions, answer phones and emails, book tours and other experiences, bartend, conduct guided tastings and tours, and support event related operations.
- Consistently deliver outstanding customer service and hospitality while creating memorable experiences for guests.
- Accurately operate cash registers, manage financial transactions, balance drawers, and process shipments.
- Maintain an orderly appearance throughout the sales floor, storage areas, surrounding exterior, and other visitor center related spaces.
- Follow and execute standard operating procedures for bar and retail for daily setup of indoor and outdoor service, operation, cleaning, restocking, and closing.
- Educate customers on Hudson Whiskey NY and Tuthilltown Spirits Brands, our history and our facility, through tours, tastings, off-site tastings, and other customer engagements.

Functional Competencies:

Deciding and Initiating Action:

Makes prompt, clear decisions which may involve tough choices or considered risks
Takes responsibility for actions, projects and people
Takes initiative, acts with confidence and works,
Initiates and generates activity

Working with People:

Demonstrates an interest in and understanding of others



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Adapts to the team and builds team spirit
Recognizes and rewards the contribution of others
Listens, consults others and communicates proactively, supports and cares for others
Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses

Following Instructions and Procedures:

Appropriately follows instructions from others without unnecessarily challenging authority
Follows procedures and policies
Keeps to schedules; arrives punctually for work and meetings
Demonstrates commitment to the organization
Complies with legal obligations and safety requirements of the role

Relating and Networking:

Establishes good relationships with customers and staff
Builds wide and effective networks of contacts inside and outside the organisation
Relates well to people at all levels
Manages conflict
Uses humour appropriately to enhance relationships with others

Delivering Results and Meeting Customer Expectations:

Focuses on customer needs and satisfaction
Sets high standards for quality and quantity
Monitors and maintains quality and productivity
Works in a systematic, methodical and orderly way
Consistently achieves project goals.

Health and Safety Compliance:

Follows safe working procedures and seeks advice if unsure about a task
Only uses authorised and fit for use equipment
Reports accidents, unsafe acts and unsafe conditions to their leader
Co-operates with Leaders and other Team Members in promoting and improving health and safety
Makes full use of any equipment provided for their health and safety within the team
Considers the impact of actions on the environment