



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Receptionist
Internal Reference	BBUMK-137
Business Unit / Group Function	BBU
BU Team / Sub-Function	Marketing
Location	Dufftown
Team Leader Role	VIP & Distilleries Ambassador
Role Level	5
Team Members	No
Role Purpose	
To be the main liaison between guests and key stakeholders when organising end-to-end onsite tours of Glenfiddich and Balvenie.	
Accountabilities	
<ul style="list-style-type: none">Ensuring end-to-end visit/tour programmes and plans are executed successfully and in line with both the customer specifications and budget.On the ground guest welcome and interaction ensuring they are delivered in line with our Luxury standards.Work closely with the wider Visitor centre team to deliver the 'Standfast Experience', HNW and family and trade visits in Dufftown.Assist in the development and execution of tour and guide policies and procedures for bookings and payments.Support the VIP & Distilleries Team Leader and team as and when required; attend and contribute to all relevant meetings i.e. planning, health & safety and finance etc.Ensuring that the tour reception area is clean and well maintained creating a luxury welcome to all our internal and external guests.	