



Job Title	Visitor Centre Team Member						
Job Level	5						
Location	Glenfiddich Distillery						
Business Unit	Visitor Centre						
Function	Guiding						
Leader	Glenfiddich Distillery Ambassador						
People Leadership	N/A						
<b>Role Purpose</b> To work as part of an energetic team to proactively contribute to and drive the operation of a world class Visitor Centre ensuring the provision of a warm welcome to guests and the delivery of top class guest service as part of the Glenfiddich Visitor Centre team.							
<b>Responsibilities</b> <ul style="list-style-type: none"><li>• Welcome and engage with all guests in a professional and friendly manner delivering high levels of customer engagement and satisfaction.</li><li>• Develop and share a knowledge of and enthusiasm for our brands to ensure that the highest brand awareness standards are maintained across the visitor Centre to drive brand advocacy and positively impact upon sales.</li><li>• Conduct distillery tours in accordance with required standards and ensure first class customer service is delivered at all times.</li><li>• Ensure that safe working practises and food hygiene procedures are adhered to in accordance to required legislation and site Health and Safety policies.</li><li>• Contributes appropriately to team meetings to help drive performance within the team and support the implementation of team strategy, plans and continuous improvement projects.</li><li>• Ensure strict adherence to proper EPOS procedures to ensure accurate recording of sales, restaurant covers, etc.</li><li>• Ensure that the End of Day procedures are adheared to and that the till reconcillation is completed and recorded accuratly</li><li>• Support all stocktake activity and work with the leadership team to implement post stocktake actions.</li><li>• Attend all relevant site meetings and daily service briefs.</li><li>• Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&amp;S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy</li></ul>							
<table><tr><th>KPI</th><th>Description</th></tr><tr><td>1. Guest Satisfaction</td><td>Provide 5 star Visit Scotland levels of Customer Service</td></tr><tr><td>2. Health and Safety</td><td>Diligently follow all Health and Safety procedures and policies as set by the company</td></tr></table>		KPI	Description	1. Guest Satisfaction	Provide 5 star Visit Scotland levels of Customer Service	2. Health and Safety	Diligently follow all Health and Safety procedures and policies as set by the company
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3	Support our Portfolio of Iconic Brands	Passionately show knowledge and support for all of our products.
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## Values



### BE PROUD

We are proud of our brands, our heritage, and our commitment to superior quality in our products



### BE RESPONSIBLE

We expect every individual and their teams to be accountable and to perform to their full potential



### BE SUSTAINABLE

We wish to make a positive contribution to our communities and to our environment



### BE PROFESSIONAL

We value integrity, transparency, professionalism and constructive debate within a team working culture



### BE ENTREPRENEURIAL

We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



### THINK LONG TERM

We are proud of our brands, our heritage, and our commitment to superior quality in our products



## Core Competencies:

### Working with People

- Demonstrates an interest in and understanding of others
- Adapts to the team and builds team spirit
- 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

### Presenting and Communicating Information

- Speaks clearly and fluently
- Expresses opinions, information and key points of an argument clearly
- Makes presentations and undertakes public speaking with skill and confidence
- Responds quickly to the needs of an audience and to their reactions and feedback

### 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

### 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 organisation
- 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

### Health, Safety & Environment

- 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 within the team
- Makes full use of any equipment provided for their health and safety
- Considers the impact of actions on the environment

## Skills and Qualifications:

- A basic knowledge of whisky making with experience of a distillery environment would be preferable.
- Fluency in a second language would be advantageous.
- Ability to work under pressure in a fast paced environment.
- Excellent interpersonal, organisational and communication skills

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Date:	20 <sup>th</sup> January 2020
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