



Job Title	Tullamore DEW Visitor Experience Team Member
Job Level	5
Location	Tullamore Distillery
Business Unit	Marketing
Function	Marketing Operations
Leader	Visitor Experience Operations Manager
People Leadership	N/A

Role Purpose

To bring the Tullamore D.E.W. story to life for all visitors and to showcase what makes the Distillery, the liquid and the brand so special. Ensure a warm greeting and deliver excellent customer service across all visitor experience touchpoints.

Responsibilities

- Conduct guided tours and tasting sessions as required ensuring the delivery of a premium whiskey tour and experience in our brand home at Tullamore Distillery.
- Continually develop knowledge of the processes associated with the pot, malt, grain, spirit supply and packaging activities across Tullamore Distillery to ensure that all guests receive a rich and immersive experience.
- Enthusiastically promote our brands and operate the highest standards of service in terms of personal appearance and product knowledge.
- Operate ticket sales and retail sales as required and continuously deliver high levels of customer service across all visitor experience activities.
- Maintain the visitor experience online platforms (e.g. Trip Advisor, Facebook, etc) and respond to all visitor comments in line with brand guidelines in a timely and professional manner.
- Work closely with the Visitor Experience Operations Manager to be the first point of contact for all customers, providing a warm welcome and supporting all guests by providing assistance in a timely and courteous manner.
- Ensure accurate recording of all visitor data along with accurate cash handling on the visitor experience EPOS system.
- Manage the daily and weekly tour schedule and coordinate visitor experience activities to ensure a streamlined service to all guests.
- Adhere to all site safety protocols at all times and ensure that all guests have a safe experience that leaves a lasting impression.
- Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy.

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
- Recognises 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

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 & 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

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
- Projects credibility

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.

Health, Safety & Environment; Acts in a safe manner

- 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:

Essential:

- Experience of working in a customer service and / or hospitality environment.
- Excellent interpersonal, organisational and communication skills.
- A strong knowledge and desire to continually expand your knowledge of the whiskey production process and the whiskey industry.
- Computer skills including Microsoft packages.

Desirable:

- Fluency in a second language or a tourism, business or marketing qualification may help but experience and personality is often more important than relevant qualifications.

Created by:	David Moore
Date:	14 th September 2020
HRBP:	Liam Mac Namee
Date of last revision:	28 th September 2020