

Job Description: Seasonal Visitor Experience Guides & Seasonal Visitor Welcome Hosts

Job Title:	Visitor Experience Guides (Seasonal)	Responsible to:	Head of Scone Palace
Main purpose of job: Welcoming visitors and providing information to members of the public and members of staff regarding the history of the Palace and grounds, Murray family and Scottish history, through general State Room guiding.			
Main responsibilities include: <ul style="list-style-type: none"> • Delivering excellent customer service and a warm welcome to visitors • Presenting information on the history of the Palace to visitors • To assist -with fire evacuations to the designated RVP (rendezvous point) • Ensure that all public areas are tidy and presentable at all times • Promoting other departments and events within the Palace • To assist in maintaining high standards of presentation of the State Rooms • To assist in the de-rigging and re-set of the State Rooms if requested • To report any breakages, incidents, including suspicious persons etc to Management • Keeping up to date with all Standard Operating Procedures and adhering to S.O.P.'s manual • Any other duties requested by the Head of Scone Palace or Management Team 			

Job Title:	Visitor Welcome Host – Tickets (Seasonal)	Responsible to:	Head of Scone Palace
Main purpose of job: Welcoming visitors and processing Tickets and Guidebook sales in a friendly and efficient manner			
Main responsibilities include: <ul style="list-style-type: none"> • Efficiently processing pre-purchased tickets and on-the-day ticket sales • Guide Book sales and sales of additional products • Delivering excellent customer service • Reporting of any incidents etc via two-way radio • Promoting other departments and events within the Palace • Managing the parking of vehicles • Assisting in the management of fire evacuation • Keeping the Ticket Hut and environs stocked and clean as required • Keeping up to date with all Standard Operating Procedures and adhering to S.O.P.'s manual • Any other duties requested by the Head of Scone Palace or Management Team 			

Requirements of Roles: <ul style="list-style-type: none"> • A commitment to delivering the highest standards of service • A flexible and adaptive manner and positive, helpful attitude • The ability to work efficiently in a busy environment • The ability to work well within a team • Maintain a high standard of punctuality and professionalism
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This job description is a guide to the nature of the work required, it is not wholly comprehensive or restrictive.