



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 visitorsPresenting information on the history of the Palace to visitorsTo assist with fire evacuations to the designated RVP (rendezvous point)Ensure that all public areas are tidy and presentable at all timesPromoting other departments and events within the PalaceTo assist in maintaining high standards of presentation of the State RoomsTo assist in the de-rigging and re-set of the State Rooms if requestedTo report any breakages, incidents, including suspicious persons etc to ManagementKeeping up to date with all Standard Operating Procedures and adhering to S.O.P.'s manualAny 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 salesProcessing of Friends of Scone Palace entryGuidebook sales and sales of additional productsDelivering excellent customer serviceReporting of any incidents etc via two-way radioPromoting other departments and events within the PalaceManaging the parking of vehiclesAssisting in the management of fire evacuationKeeping the Ticket Hut and environs stocked and clean as requiredKeeping up to date with all Standard Operating Procedures and adhering to S.O.P.'s manualAny 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 serviceA flexible and adaptive manner and positive, helpful attitudeThe ability to work efficiently in a busy environmentThe ability to work well within a teamMaintain a high standard of punctuality and professionalism

This job description is a guide to the nature of the work required, it is not wholly comprehensive or restrictive.