

Job Description

Post: Adventure Guide
Reports to: Operations/Deputy Manager
Location: Woodmansey, Beverley



Summary

Deliver excellent levels of internal and external guest service, ensuring all communications are managed efficiently and effectively.

Provide a high-quality experience to our guests, managing customers efficiently and effectively.

Maintain a clean, hygienic and well-presented environment.

Deal with all guest queries and concerns.

Standards

Be punctual, reliable and stick to the highest standards of organisation required by the company.

Take pride in your personal appearance and maintain high standards of hygiene.

Be a proactive and committed member of the team, contributing to the Company culture, and maintaining a positive relationship with all other team members.

Attend team meetings to keep up to date with all site information, events and performance.

Customers

Ensure that service standards are consistently delivered.

Keep abreast of information on all activities and events in order to ensure you are fully aware of everything going on across the business and can be an important link between guests and other departments.

Ensure all guests are greeted in a friendly and courteous manner.

Respond to guest feedback quickly and efficiently, pass the relevant information on to the Operations Manager or Deputy Operations Manager.

Ensure all equipment is checked regularly, and maintained to the highest standard. Feed back to the Operations Manager any relevant issues that may need further attention.

Management

Monitor all equipment and PPE and follow procedures for testing and checking daily, weekly, monthly and reporting anything necessary to the Operations Manager.

Actively promote the sale of any forthcoming events in a professional and friendly manner.

Report and complete correctly the paperwork for any/all accidents and emergencies

Safety

Ensure you understand your legislative requirements and are fully compliant.

Proactively anticipate potential safety hazards and be prepared to undertake any emergency actions necessary.

Be passionate about keeping yourself, other employees, our guests and the site safe at all times by making sure you understand and carry out your health and safety responsibilities. Let The Operations Manager know immediately if an accident does occur, or even if one is narrowly avoided to prevent further incidents happening in future.

Be fully aware of all emergency and evacuation procedures and take part in regular training to maintain up to date knowledge of these procedures.

Ensure that all cleaning duties and tasks are carried out in accordance with health and safety working guidelines and procedures, including safe use of cleaning substances and materials in line with COSHH regulations.

Ensure all log books and checklists are kept up to date in accordance with standard operating procedures.

Key behaviours

A positive people person who is approachable to both guests and other team members.

Highly organised, structured approach to work, able to easily understand procedures and leads by example in following them. High attention to detail and a commitment to excellence.

Flexible and open minded to both creative changes and unexpected operational demands; a positive attitude that enjoys solving problems.

Willing to support any staff member complete any task at any level of the business if there is clear need in the moment.

Champion of the company values and guidelines.

Skills and training

Up to date working knowledge of Health & Safety Regulations and Company Risk Assessments.

First aid qualification.

Previous experience is a customer facing environment.

Climbing Training and Onsite High/Low Ropes Training

Previous experience in a customer facing role.

I have read and understood my responsibilities as outlined in this job description. I agree to perform to the best of my ability at all times during my employment with Let Loose!

Name of employee:

Signature: