

# BLLENHEIM

## JOB DESCRIPTION

<b>Job Title:</b>	Guest Services Apprentice
<b>Reports to: Staff reporting to this post:</b>	Guest Services Supervisors/ Guest Services Managers NIL
<b>Location:</b>	Blenheim Palace
<b>Summary of Role:</b>	Blenheim was built by Vanbrugh and landscaped by Capability Brown and our guest welcome needs to match this grand scale!

As a Guest Services Apprentice you will deliver a 5-star welcome whilst achieving and maximizing sales and charitable targets. Your positive and proactive nature, driven by your enthusiasm for delighting our guests, will be valued as you help make their day. You must be able to deal effectively with varied situations and will need to meet the needs of a constantly changing audience flow. You will work across various locations within the visitor attractions and work in multiple roles to gain experience in every Guest Services has to offer.

<b>Day to Date Role Responsibility:</b>	<ul style="list-style-type: none"><li>• Providing a warm, friendly welcome to all guests as the public face of Blenheim Palace</li><li>• Helping guests to discover more by answering questions and assisting with wayfinding</li><li>• Handing out leaflets/promotional information related to Blenheim Palace and our events</li><li>• Ensuring a robust knowledge of our offer to make sure guests are given accurate information</li><li>• Ensuring guest needs are met by engaging and building relationships</li><li>• Selling tickets, following all cash handling and compliance procedures</li><li>• Promoting Donation ticket sales and Gift Aid to support our charitable goals</li><li>• Processing Annual Passes efficiently and sharing information on the benefits</li><li>• Creating itineraries for guests by promoting and selling all the activities we offer</li><li>• Protecting interiors and collections from damage during open hours following security procedures</li><li>• Car parking and traffic duties to ensure safe facilities for all guests</li><li>• Providing access information and supporting guests with access needs</li><li>• Maintaining the highest standards of health and safety in accordance with our policies and procedures</li><li>• Assisting with cleaning duties covering internal and external areas of the Palace</li><li>• Any additional duties considered to be appropriate by your Line Manager</li></ul>
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## **Skills &**

### **Knowledge:**

- Problem-solving skills
- Great communication skills
- Ability to listen and follow instructions
- Previous customer relations experience would be an advantage

## **Person**

### **Specification:**

- Friendly, enthusiastic and approachable
- Enjoying new experiences and relishing challenges every day
- Ability to interact with any guest
- Passion for working with people
- Flexibility towards hours of work is essential as weekend and bank holiday work will be required

## **Our Culture:**

At Blenheim, we are passionate about providing an environment for our employees to develop their skills, try new ways of learning and encouraging their talents to flourish. Our Blenheim Behaviours are shared by all and are an important aspect of joining the Blenheim Team.

- Relish a New Challenge Everyday
- Keep Our Promises
- Show Honesty with Kindness
- Share a Sense of Belonging
- Make History