

# BLLENHEIM

## JOB DESCRIPTION

**Job Title:** Retail Host  
**Department:** Retail  
**Reports to:** Retail Manager

**Summary of role:** The role of Retail Host will assist the Retail Manager in providing an exceptional customer service experience to the visitors and support to the Retail team by ensuring a consistent and exceptional standard in all the retail locations, ensuring the retail shop is always presented and merchandised to the highest standards.

**Tasks & Responsibilities:**

- To welcome and acknowledge all visitors and customers in a polite and courteous manner at all times.
- To engage with the visitor and understand their needs.
- To work with the Guest Services and Retail teams in all areas to deliver exceptional customer service.
- Develop excellent product knowledge, which will enable you to pass this information to the customers. Understanding the principals of link merchandising
- Develop excellent knowledge of Blenheim Palace to include the history, the visitor journey, the experiences that are on offer.
- Offer quick and efficient service at the tills without compromising customer service.
- To take part in regular stock takes adhering to the correct procedures.
- To assist the team with Palace and Park events as required.
- To actively take part in departmental meetings and share ideas.
- To work with the retail team on visual merchandising, price points, customer conversions, average spend and gross profit margins.
- Comply with all Company policies, procedures and statutory regulations including Human Resources, site rules, Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your workplace.
- Participate in any necessary training and team meetings as required to complete job responsibilities.
- Understand daily, weekly, and monthly store targets.
- Carry out any other duties deemed necessary by your line manager.

**Skills & Knowledge:**

- A 'can do' positive attitude to work
- Ability to establish and develop working relationships
- Ability to maintain and develop personal performance

**Person Specification:**

- Flexible/adaptable in approach to work
- Honest, reliable and committed
- Friendly and approachable manner
- Pro-active approach to work
- Smart appearance & happy disposition

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## **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