

# BLLENHEIM

## JOB DESCRIPTION

**Job Title:** Retail Host  
**Department:** Retail  
**Reports to:** Retail Manager  
**Staff reporting to this post:**

**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