

Job Description

Job title: St Michael's Mount - Guide

Department: Visitor Services

Responsibilities: To provide excellent customer service to all visitors by giving a courteous and friendly welcome, and ensuring the smooth flow of visitors from the mainland to the Island, Village and Castle. Consistently deliver the 'Three Steps of Service'.

Reports to: Visitor Services Manager

Principal purpose of role

- Provide a warm welcome to all visitors.
- Through service excellence – ensure every visitor enjoys an outstanding experience.
- Ensure the Island / Village and Castle showrooms meet the set standard for our visitors.

In the Village

- Provide a seamless experience throughout the visitor journey. Including the ticketing and membership process.
- To possess a good level of knowledge regarding the history and stories of St Michael's Mount, and to be able to deliver this content in a professional and informative manner.
- To bid all visitors a fond farewell with an invitation to return.
- Be confident and prepared to provide guided tours ('Village Tours').
- Confidently engage with large groups of visitors, meet and greet, provide direction and information, deliver a welcome speech when required.

In the Castle

- As a new guide you will not be expected to staff the castle until your second season. This allows us to support your learning of the castle history in your first season so you are able to answer a number of questions when you are posted to the castle.

- To provide a seamless visitor experience throughout the Castle. Linking historical facts with stories and interpretation.
- To possess and continually develop a high standard of knowledge regarding the history of the Castle, island and stories of St Michael's Mount, and deliver this content consistently in a professional and informative manner.
- To follow the Castle operating procedure as per your training and induction.
- Be confident and prepared to provide guided tours of the castle.
- Confidently engage with large groups of visitors, meet and greet, provide direction and information, deliver a welcome speech when required.

Area of responsibility/tasks

Three Steps of Service

1. Every visitor is warmly welcomed.
 2. Visitors have an excellent experience whilst on St Michael's Mount.
 3. All visitors are given a fond farewell with an invitation to return.
- Your role is to ensure that each of these steps is met in every department / area you are working.

Training and induction

- To attend all necessary training and induction as requested by your line manager.
- You will take responsibility for ensuring you hold the required level of knowledge, history and stories to fulfil your role.

Castle Procedures

- Understand and follow the current and correct procedures for operating in the castle.
- Know how to find and follow operating procedures.
- Ensure you are up to date with any changes within the operating procedures.

Ticketing and National Trust Membership procedure.

- To follow safe cash handling procedures when selling tickets.
- Check National Trust member's cards in a polite, courteous and efficient manner.
- To support National Trust colleagues with recruitment by understanding the benefits of membership and sharing these with visitors.
- Offer every visitor a CATA leaflet and the opportunity to purchase a souvenir guide book.

	<ul style="list-style-type: none"> • Selling souvenir Guide books to enhance visitor experience.
Customer Service	<ul style="list-style-type: none"> • Be approachable, polite and helpful at all times. • Provide an excellent customer service to all visitors by sharing information with them in a knowledgeable, approachable and courteous manner. • Be aware of all the services provided on the island, assisting visitors wherever possible with wider enquires (e.g. about events in the local area), or know how to find out. • Wear the correct uniform and be of smart appearance with correct name badge worn at all times whilst on duty.
Health and safety	<ul style="list-style-type: none"> • Be vigilant of health and safety, know how to report concerns. • Act promptly in an emergency or if a first aider is required. • Know how to evacuate visitors from all areas of the castle in case of emergency. • Attend all necessary training. • Carry out wind speed monitoring. • Participate in fire evacuation and emergency drills and understand your role within these.
Communication	<ul style="list-style-type: none"> • Maintain VHF radio contact whilst on duty using ear pieces at all times when provided and following the current radio procedure.
Vision and values	<ul style="list-style-type: none"> • Be aware of the company's vision and understand your role as part of a team in aiming to the future to achieve it. • Know the company's values and uphold them at all times whilst at work.
Other	<ul style="list-style-type: none"> • Attend staff training/meetings and seasonal event days when required. • To constantly research and develop own knowledge of the castle, Mount and general history etc., share this with colleagues in the correct manner. • Any other tasks which are reasonably requested, for the better performance of your duties or for the achievement of our vision.