

Front Line Staff – Visitor Attractions



Can also be called: Front line staff positions in Retail, Food and Beverage, Admissions & Cashier, Rides, Displays & Aquarist, Actors, Guest Experience, Entertainment, Host, Customer Services Assistant, Blue Coat, Red Coat, Guest Services Assistant.

Salary: From £12-18k per year

Duties you may be required to do:

- Maintain a safe, hygienic and secure working environment
- Contribute to effective teamwork
- Give customers a positive impression of yourself and your organisation
- Monitor spectators and deal with crowd problems
- Help to manage conflict
- Deal with accidents and emergencies
- Work with others to improve customer service
- Promote additional services or products to customers
- Develop productive working relationships with colleagues

Skills you need for the job:

- Able to make quick decisions
- Remain calm and composed in a busy environment
- Listening skills
- Excellent communication skills
- Patience
- Positive attitude
- Good personal skills

Expected behaviours:

- Positive attitude
- Team Player
- Flexible and adaptable
- Honest
- Sense of Humour

There are lots of opportunities to progress in your career by working towards recognised qualifications whilst at work. More information on job roles and training courses can be found on the People 1st careers site “UKSP” (www.uksp.co.uk).

UKSP

UKSP is a unique website providing information, advice and guidance for a career in hospitality, leisure, travel and tourism. At the heart of this is an interactive career map giving access to information on job profiles, qualifications and courses.