**Job Description Summary**

**Job Title: Guest Experience Wizard**

**Reports to: Assistant Chief Wizard / Chief Wizard**

**Scope of Job:** To provide a first class experience to the guest through consistent delivery of excellent customer service, guest interaction.

**Key Objectives:**

* Know, understand and follow all site procedures including; operational, financial, Health and Safety and Guest.
* Ensure that the Guest Experience is the best it can be for all guests.
* As part of a close team ensure that all aspects of the attraction are maximising full potential.

**Main Responsibilities:**

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| * Deliver a quality, consistent and interactive service to all visitors in line with Operational documents and handbooks.
* Keep public areas in a clean, tidy and safe condition throughout the day
* Assist the Assistant and Chief Wizard with teams with daily tasks.
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| * To greet all guests with eye contact, a smile and a verbal greeting at every interaction.
* To respond to all queries and complaints from guests in a positive and helpful manner.
* To act as an ambassador for the brand.
* To perform and thrive in each of the roles
* Rotate roles during a shift
* To up and tag sell as per agreed guidelines and training.
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**Misc**

* To attend any training sessions required of the role.
* To attend any meetings in and out of the business required of the role.
* Any other reasonable request.

**Health & Safety**

Employees are responsible for the safety of themselves, their colleagues and guests (where appropriate), in line with the Health and Safety Policy and the law. In particular, they must ensure that they follow safe working procedures for all work activities that they undertake and they must not use any tools or equipment for which they have not been trained. Where incidents do occur, they must ensure that they are reported to their line manager and must cooperate with any investigation as appropriate.

**Approved by:**

**NAME:**

**SIGNATURE:**

**DATE:**