

## Guest Experience Host

### Role Profile

**Job Title:** Guest Experience Host

**Benefits:** Pension at 5%, 32 days annual leave including Bank Holidays (pro rata)

**Hours:** Various roles with differing hours/routines

**Location:** Marwell Wildlife

**Reports to:** Guest Experience Manager

**Management:** None

### Role Purpose and Role Dimensions:

The Guest Experience Host will be responsible for supporting the Guest Experience Manager to ensure a 'first class' guest experience for all our Guests and to ensure a prompt and efficient service onboard Marwell's train.

You will actively engage with guests during their visit, by starting conversations, answering questions and offering help and advice about all aspects of the zoo, including train times, retail, catering and toilet locations, basic animal info, way finding, closing times, special events and managing crowds and queues in key areas.

Support other Commercial teams in hosting and delivering special events and experiences, providing pre-approved commentary in a clear, informative and confident manner.

You will add additional support for the guests by providing on site First Aid, car parking during peak times, supporting the Retail & Admissions Team in providing a warm and genuine exit/farewell experience and assisting in emergency situations including lost children/adults etc. You will observe and abide by the health and safety parameters set out by Marwell Wildlife.

To maintain the high standards of the whole guest experience you will also actively improve or remedy cleanliness, usability and visual impact of Marwell's train and guest areas within the park including playgrounds, picnic areas, guest sides of animal houses, signage and way finding, doors and windows, benches and bins etc.

### Key Internal Contacts

Guest Experience Manager

Guest Experience Team

Duty Manager Team

Head of Guest Operations

Head of Supporter Services

Senior Events Manager

Public Engagement Team  
Commercial Director  
Volunteers

### **Key External Contacts**

Zoo Guests  
Special event and experience guests

## The Role

- Proactively engage with our guests to offer assistance or advice to enhance their visit, answer queries and provide any information they might require in a professional and friendly manner.
- Hosting and delivering special events and experiences for other Commercial teams and providing clear, informative, pre-approved commentary to guests in a confident manner.
- To be aware of all facilities, exhibits and special events that are ongoing or taking place within the zoo.
- Form part of the Guest First Aid team
- Form part of the car parking team on a rota
- Cover the Info Cabin when needed and support the guest experience volunteers
- Support the Retail & Admissions Team in providing a warm and genuine exit/farewell experience
- General assistance with crowd control and queue management i.e. emergency works diversions, new enclosures, baby animals etc
- Assist the Duty Manager in lost child/adult situations
- Assist the Duty Manager when actively managing guest behaviour (willingness to train further in this area)
- Assisting other departments where required i.e. Retail deliveries, Admissions queues
- To support, assist and train new members of staff as required.
- Preparing guest areas and the train ensuring they are clean and tidy in accordance with departmental standards
- Ensuring all areas of the park are current and up to date including installing and removing temporary signage/barriers etc
- Pre-opening checks including
  - Picnic tables/seating benches – light cleaning, drying off, bird faeces removal
  - Playground tidying, light cleaning, bird faeces removal, wipe down wet slides
  - Collecting any lost property
- To drive and operate Marwell's train in accordance with the train safety management system, health and safety regulations and speed limits set for the park.
  - Proactively promote and sell train tickets as per cash handling policy and procedure.
  - To ensure the trains have the correct oil, water, fuel and air for service and reporting any faults.
  - To service events as required through the booking service.

- Provide clear, informative and pre-approved commentary to guests in a confident manner onboard the Marwell train.
- Clean/check/update all signage, windows/perspex, interpretation, maps etc
- Cleaning and maintaining standards of guest sides of animal houses
- Sweeping walkways, around benches and other corners where debris collects
- Litter picking in all guest areas of the park
- Maintaining car park standards
- Small general repairs
- Leaf blowing in accordance with departmental schedule.
- Report any maintenance issues or faults promptly to Guest Experience Manager or Supervisor.
- Ensure all equipment under your control is kept in good working order, is well maintained and ensuring its safe return after use.
- Adhere to health and safety policies, procedures and operating standards, identify hazards and undertake appropriate risk assessments as required.
- To ensure that all chemicals are used and stored in accordance with COSHH regulations, using PPE as and when required to do so.
- To undertake any other duty deemed reasonable as required by the Guest Experience Manager or Supervisor.

## The Candidate

Due to the safety critical nature of driving our road train, applicants must be over 21 years of age, have a full driving licence valid for the UK and a minimum of 2 years driving experience. Successful candidates will also be required to undertake and fulfil the requirements of a medical and driving assessment. Your physical and mental health play a key part in your success in this role and as such, the medical assessment will be sufficiently detailed to give us a rounded picture of your overall health. As a result of this assessment with our Occupational Health Advisor, you will be determined fit or not fit to drive and your employment will be conditional upon this result.

### **Qualifications & Experience**

#### **Essential**

- Previous customer service experience
- A full driving licence valid for the UK, with a minimum of 2 years driving experience
- Cash handling experience
- Previous cleaning/housekeeping experience
- Previous First Aid experience or willingness to be trained to an enhanced standard
- Basic understanding of health and safety requirements

#### **Attributes**

- A genuine interest in other people. Active listening, a helpful and welcoming manner and open positive body language are key.
- Confidence to open conversations with guests
- Ability to engage with a wide range of people
- Experience of public speaking or delivering tours or commentary
- Self-motivated
- Good organisational and time management skills

- Good numeracy and literacy skills
- The ability to work in a team or alone
- Experience of driving within a professional capacity
- Able to undertake a range of physical tasks, including, bending, sweeping, climbing ladders, repetitive movements, with some heavy lifting. Working outside for extended periods in all weathers
- An understanding of the values and behaviour expected within this role
- An understanding of how this role supports the delivery of our charitable outputs
- Due to the nature of the work, particularly in relation to special events and experiences, out of hours and anti-social hours may be required
- Frequent weekend and bank holiday hours