



<b><i>Job Title</i></b>	<b>Exhibition</b>
<b><i>Department</i></b>	<b>Cadbury World Bournville</b>
<b><i>Reporting to</i></b>	<b>Visitor Services Manager</b>

### ***OVERALL PURPOSE OF THE ROLE***

As part of the Operations Team, represent Cadbury by performing key tasks to standards which exceed visitor expectations.

### ***KEY ACCOUNTABILITIES***

- *Quality Service*
  - To smile and greet visitors and find out their requirements.
  - To have a good knowledge of Cadbury World to answer visitors questions.
  - To deal with visitor requests / complaints in a positive, friendly and professional manner.
  - To act at all times to the Cadbury World code of conduct.
  - To be familiar with emergency procedures.
  - To adhere to the companies Health & Safety requirements
  
- *General Duties*
  - To receive visitors to the highest of customer care.
  - To perform ticket administration duties.
  - To provide information to visitors.
  - Accurate cash handling.
  - To communicate to large groups
  - To be flexible and adaptable

### ***KEY REQUIREMENTS***

- Interpersonal / Communication skills of the highest standard
- Flexibility
- Team player
- Able to work under pressure
- Cash Handling
- Awareness

***Cadbury World is the company's visitor centre and because of its high profile interface with the public all staff must perform to the highest quality service standards.***