

## **Job Description – Tour Guide**

### **Lochranza Distillery, Isle of Arran.**

Full time or part time available. Minimum 3 days per week preferable. Hours/days flexible to suit where possible, however will include a Sunday and Monday as usual working days for the current vacancy. No evening work required.

£12.60 per hour + benefits. Benefits include:

- Staff discounts on most retail, food & beverage.
- Paid lunch breaks with lunch provided.
- Generous employer pension contributions for eligible employees.

Our enthusiastic and dedicated guides have become well known for giving some of the most entertaining and informative tours and tastings in the industry. Our distillery at Lochranza is one of the few remaining independent distilleries in Scotland, and one that proudly follows traditional practice. We promise our guests a fascinating whisky experience, and pride ourselves on offering the warmest of welcomes to our home village, and we now have an opportunity for new Tour Guides to join our fantastic Visitor Centre team.

#### **Duties:**

- Leading distillery tours and guided whisky tastings.
- Maintaining a strong knowledge of all aspects of our Arran Malt products and distilling processes.
- Keeping touring and tasting areas clean, tidy, organised and well stocked throughout the day, in line with established procedures.
- Greeting visitors as they arrive and assisting with reception services as required.
- Providing help with queries on all aspects of our services, products & processes.
- Assisting in our gift shop as required.
- Assisting with stock deliveries

#### **Experience and attributes required:**

Prior knowledge of distilling processes or whisky is not required as full training will be given. Our Tour Guides normally have a training/shadowing period of up to six weeks.

The successful candidate(s) will be a strong team player – the team are at the heart of everything we do here – and will have:

- The ability and interest to learn and retain large amounts of information about our whisky, our distilling process, and our history, and relate this to visitors in a friendly, articulate, entertaining, and informative way.
- The ability to build a strong rapport with customers.
- Some experience in a customer service role.
- Adaptability to meet wide-ranging customer and team needs in a fast-paced environment.
- A 'can do', hands on approach.

All posts may involve a level of cross-training across different departments, in order to maintain excellent levels of customer service throughout the Visitor Centre.

To apply or for more information please call 01770 830264 or e-mail [lindsay@arranwhisky.com](mailto:lindsay@arranwhisky.com)

Please note that we cannot provide staff accommodation, therefore please only apply if you are currently resident on, or have access to accommodation on, the Isle of Arran.