



VOLUNTEER ROLE DESCRIPTION

Front of House

This role is in sole charge of admissions to the museum and shop sales

Time contribution: half a day a week, morning from 9.45am to 1/1.30pm or afternoon from 1/1.30pm to 4/5pm.

Expenses: Travel not paid, but a free drink and cake given, plus 10% off shop and coffee shop purchases

Location: Dean Heritage Centre shop

Supervisor: **Commercial Manager**

Purpose of role: Providing excellent customer service, by ensuring all visitors are greeted and their requirements met, whether donating towards admission to the museum/Gruffalo Trail or purchasing items in the shop

Key elements:

1. Greet visitors and make them feel welcome
2. Encourage visitors to make a donation for their admission
3. Be familiar with using the till and credit card machine
4. Answer the phone, pass messages on to staff
5. Answer questions on the Centre and local area
6. Be familiar with shop stock and encourage retail spend
7. Promote any special activities/events taking place

All these arrangements are binding in honour only and not intended to be legally binding.