



THE VIEW

FROM THE SHARD

Designed by Master Architect Renzo Piano, The Shard has redefined London's skyline and quickly established its place as a dynamic symbol of London. At a height of up to 800ft or 244m, and at almost twice the height of any other vantage point in London, visitors will experience unrivalled 360 degree views over the city for up to 40 miles on a clear day. Surrounded by the city's most notable attractions, the high-life awaits you at The View from The Shard.

JOB DESCRIPTION

Job Title:	Sales Team Member (Front of House)
Reports to:	Head of Sales
Contract type:	Full Time (approx. 41.5 hours per week)
Pay:	£23k Basic + Uncapped Commission (Potential to earn £55k in Commission per annum)

THE PERKS

- 33 days Holiday (pro-rata)
- Length of Service Benefit – additional day holiday for every year (capped at 5 years)
- Employer pension contribution of 5% of your annual salary
- Private Medical Insurance
- Life Assurance
- Complimentary tickets to The View

ROLE PURPOSE

You will be part of a pro-active, friendly and engaging Sales Team . You will have the drive and focus to sell our product. Your role is to sell tickets, products and service enhancements to members of the public, both prospect and existing clients. You will be part of the 'street sales team' where your role is to encourage people to visit our attraction. You may also work at our Box Office where you will serve our guests and offer upgrades and service enhancements to improve experiences for our guests and drive revenue.

You will be set strict targets and will be rewarded with competitive commission rates on the sales you generate.

We are seeking energetic, pro-active, self-motivated, approachable individuals who have the natural flair and drive for sales.

YOUR RESPONSIBILITIES

- Welcome guests and provide premium quality customer service and captivating engagement
- Actively drive tickets sales including other offers to passers-by in designated areas, around and outside of the local area
- To efficiently process transactions; handle cash, complete credit/debit card payments when selling tickets and merchandise to guest purchase points
- Responsible for completing opening and closing procedures for till points
- To ensure that income generation activities are maximised by promoting the product range and ticket sales options to passers-by and potential guests
- Pro-actively upsell ticket upgrades and secondary spend opportunities to ticket holders
- Be aware of all promotional activity and offers
- Effective promotion of the attraction to a diverse audience
- Effective negotiation with the aim of closing sales
- Work towards both team and individual KPIs/targets set by the senior Sales Managers
- Handle any customers objections professionally
- Support marketing campaigns by being up to date with any offers or initiatives and help to promote whilst on site or in the local area including carrying out leafleting duties
- Effective queue management; continued monitoring and managing of queues ensuring a smooth entry into the attraction, and using such opportunities to provide service enhancements and upsells as appropriate
- Seek every opportunity to interact with potential customers and guests
- To ensure the attraction is constantly maintained to the highest standards of presentation by taking ownership and responsibility of areas of work
- Demonstrate a positive presence by being alert and aware of guests, presenting yourself to the highest standard demonstrating that you are approachable to other staff and guests
- Participate proactively in regular meetings and briefings with managers and colleagues
- Use initiative where possible to resolve any enquiries or difficulties that may arise during the day and escalate when required to the Duty Manager
- Use telephones, radios, computers and other technology as required, to aid carrying out your duties
- To support the Guest Experience Function when required

HEALTH & SAFETY

- To undertake Health, Safety and Fire responsibilities
- Ensure compliance with Shard Health and Safety procedures
- Fully reporting any instances of a breach of safety regulations, any incidents or near misses to the management team
- To safeguard the security of the building, including observation and first response to incidents
- Undertake queue management responsibilities and adhere to evacuation procedures in order to ensure the safety of guests and staff

YOUR SKILLS AND EXPERIENCE

- Experience of working in a promotions/sales team
- Ability to work towards strict KPIs/targets
- Ability to pro-actively approach passers-by
- Able to handle customer objections in a professional manner
- Effective negotiator
- Knowledge and passion for London
- An enthusiastic manner to promote excitement and anticipation
- Experience of encouraging and maximising sales and achieving targets
- Exemplary personal presentation standards
- Effective queue management skills

- Ability to proactively approach and engage with guests and staff
- Excellent communication, customer service and influencing skills, communicating clearly and confidently in English to a diverse group, verbally and in writing
- Is committed to customer service; anticipates and is proactive to customer needs
- Self-motivated with the ability to work effectively in a team and individually

OTHER

- There is a need to be flexible with working hours in line with attraction opening hours
- Applicants must be aware that physical activity, such as standing for long periods of time is required
- Applicants will be expected to work for long periods in outdoor areas