

# 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: Guest Experience Ambassador  
Reports to: Assistant Guest Experience Manager

### ROLE PURPOSE

You will be the person that all our guests meet and will be part of a team that makes people smile. You will create fantastic first impressions and lasting memories. You will deliver excellent world class service by engaging with our guests, and will work with the team to create a unique and memorable experience.

### WHO WE ARE LOOKING FOR

You enjoy meeting new faces and is passionate about guest engagement. You promise to deliver an exceptional service and can keep up your high energy and enthusiasm, no matter the circumstance. You are passionate about London and are eager to be part of our guests' amazing experience at The View from The Shard.

### MAIN RESPONSIBILITIES

- Welcome and provide premium quality customer service and guest engagement
- Seek every opportunity to interact with our guests, ensuring the expectations of their visit are exceeded
- Captivate a diverse audience to ensure their experience is unique and memorable
- Occasionally deliver Guided Tours at an exceptional standard to groups both large and small
- 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
- Use initiative where possible to resolve any enquiries or difficulties that may arise during the day and escalate when required to the Duty Manager
- Participate proactively in regular meetings and briefings with managers and colleagues
- Use telephones, radios, computers and other technology as required, to aid carrying out your duties
- Operate and maintain guest entertainment activities
- Where possible, actively upsell ticket upgrades or merchandise to guests



- To efficiently process transactions; handle cash, complete credit/debit card payments when selling tickets and/or merchandise to guest purchase points
- Within retail: take responsibility of a designated area; monitoring stock levels and ensuring all items are displayed correctly
- Take part in regular stock takes throughout the year as per audit requirements
- Minimise stock loss, ensuring correct procedures are followed and staying vigilant
- Support the managers with ensuring that costs are streamlined and there is limited wastage in the department
- Be aware of all promotional activity and offers
- Achieve individual and team KPIs as set by the management team
- Support the Duty Manager when required
- Support other departments within the attraction if required, including F&B and Sales

#### HEALTH AND 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.

#### SKILLS AND EXPERIENCE

- Knowledge and passion for London
- An enthusiastic and theatrical manner to promote excitement and anticipation
- Experience of encouraging and maximising sales and achieving targets
- Exemplary personal presentation standards
- Experience of working in a premium attraction or hospitality venue
- Experience in serving guests at purchase points; handling cash and credit or debit card payments
- 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
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#### Desirable:

- Knowledge and understanding of the Equalities Act 2010
- Knowledge of good health & safety management practice
- Knowledge of commercial operations and effective sales strategies
- Builds effective relationships with stakeholders
- The ability to communicate in a second language
- Experience of supporting emergency situations, including evacuations



- Experience in operating EPOS and/or electronic ticketing systems, including cash handling responsibilities
- A current first aid qualification

#### OTHER

- Occasional travel may be required to attend industry events, training etc.
- There is a need to be flexible with working hours and on occasion's work out of normal working hours to assist operational demands
- Applicants must be aware that physical activity, such as standing for long periods of time and manual handling, will be part of their daily duties. Training will be given to all of those who have not completed a manual handling course
- Applicants are expected to work for long periods in outdoor areas

