



Tour Guide Job Description

Job brief

We are looking for pleasant **House Tour** and/or **Backroads Bus Tour Guides**. You will be the “face” of the company for all visitors you assist and will be responsible for the impressions we make.

The ideal candidate will have a friendly and easy-going personality while also being very perceptive and disciplined. You should be able to give accurate information and answer questions. A customer-oriented approach is essential.

The goal is to make guests and visitors feel comfortable and valued while on our premises.

Responsibilities

- Greet and welcome guests
- Conduct tours and answer questions within time guidelines
- Keep Ticket Desk and Back Counter clean and presentable with all necessary material (pens, paper etc.)
- Answer incoming calls and redirect them or take messages
- Monitor merchandise and price/clean/straighten/stock as needed
- Keep Gift Shop clean and welcoming (floors, windows, etc.)
- Assist customers and ring up purchases
- Explain tour options and sell to customers at Ticket Desk
- Perform other duties as assigned (Village Store, Smokehouse, Opening, Closing)

Requirements

- Customer service oriented
- Friendly and outgoing with a positive attitude
- Team player
- Good communication and people skills
- Ability to stay focused and multi-task
- Must be able to work some weekends and holidays

Flexible schedule with **NO** evening hours required.

Foreign Language Tour Guides are also needed.

Training is provided for **ALL**

Competitive Hourly Rate