



### **Job Specification**

**Job Title:** Story Seller (Guest Experience)

**Accountable to:** Operations Manager, Visitor Services Coordinator, F&B Consultant

**Responsible for:** Food and beverage and book sales, guest experience

**Line management:** None

**Supervision of:** None

#### **Main purpose**

The Story Seller team works in the Seven Stories venue to provide a high standard of retail and customer service for guests using the Seven Stories bookshop, coffee shop, café and private hires and events. Story Sellers contribute to providing our exceptional visitor experience and work to maximise sales and achieve retail targets. Story Sellers strive to make memorable experiences for all their guests.

#### **Key tasks**

1. To provide excellent customer service and offer a cheerful, informative, helpful and warm welcome. To strive for excellence in every guest interaction.
2. To offer quick and efficient service that is particularly responsive to family needs, providing sound product knowledge of the bookshop, coffee shop, cafe products and visitor offers.
3. To sell all trading products and to promote offers e.g., birthday parties, corporate hires and events
4. To ensure high standards of display for all trading areas.
5. To assist in the opening and closing routines in the shops, in accordance with procedures.
6. To assist in all aspects of the hospitality operation - preparing food and drinks, taking orders, serving, clearing and cleaning tables, dish washing, managing queues, tidying and shelving.
7. To ensure a clean, tidy and well organised environment front and back of house.
8. To follow Environmental Sustainability procedures in order to minimise waste, water and power usage, and to follow food hygiene and waste recording procedures.

9. To carry out routine health and food safety checks on a day to day basis, as required.
10. To follow H&S, Safeguarding and Security procedures on a day to day basis and to report any issues promptly and appropriately.
11. To follow cash handling procedures on a day to day basis and report any issues promptly and appropriately.

**About you:** Confident, enthusiastic, team player and passionate about delivering excellent service