



## **BRISTOL AQUARIUM SEEKS** **2 x GUEST EXPERIENCES ASSISTANTS**

Bristol Aquarium takes each and every one of its guests on a fascinating tour of marine life. Seeing the magic of the deep up close with breath taking displays among our exotic species, tropical fish and sharks, Bristol Aquarium takes real pride in educating the next generation in a fun and inspiring way.

We understand that providing guests with an engaging service in unique surroundings requires a team of talented and dedicated people who are committed to producing exceptional results everyday. Working with pace and vigour, in a supportive and creative environment, where individual thoughts and opinion are respected and encouraged, we have great expectations of our team members – and understand that you expect the same commitment from us.

You, as a valued member of the Bristol Aquarium Team are the type of individual who never settles for the status quo, but continually searches for innovative ways to improve the guest experience. You take the same pride in welcoming and engaging with our guests as you would someone in your own home and understand that a warm, caring family environment is only supported by true hospitality professionals who not only understand that 'anything is possible' but also have the creativity to make the impossible happen.

### **About the Role**

The Guest Experiences Assistant Role takes care of our guests from the minute they walk in the door. You will be responsible for:

- ✚ Welcoming our guests and selling tickets on the admissions desk.
- ✚ Delivering School Tours & Workshops, Birthday Party Experiences, Public talks and Feeding Demonstrations.
- ✚ Providing refreshments for our guests from our C-Shed Café – taking orders, preparing, and serving a variety of hot and cold food, drinks and snacks.
- ✚ Ensuring our guests can purchase a souvenir from our gift shop – stocking, and maintaining the high standards of the gift shop, as well as processing sales through our EPOS till system.

Without doubt, this is an exciting and variable role, requiring some degree of experience in any of the areas above and a positive, flexible attitude towards your work. Bristol Aquarium is looking to recruit Guest Experience Assistants, whose full focus is on the guest experience, exceeding the expectations of visitors and ensuring they enjoy a fun, fulfilling and engaging day at a world-class attraction.

**We have 2 fixed term contracts available, running to November 3<sup>rd</sup> 2019.**

**Both positions are for variable hours, 2-4 days per week.**

This role will include working weekends and bank holidays

Remuneration complies with National Minimum Wage/National Living Wage.

### **Apply Now!**

If interested, please send your CV and covering letter to: Janeen Yates, Aspro UK Group HR Manager, c/o Blue Planet Aquarium, Cheshire Oaks, Cheshire, CH65 9LF. Or email [recruitment@asprouk.com](mailto:recruitment@asprouk.com)

**Your covering letter WILL be used as a sifting mechanism so make sure it stands out from the crowd!**

**Closing Date is 5<sup>th</sup> July 2019.**

Bristol Aquarium is committed to Equal Opportunities: [www.bristolaquarium.co.uk](http://www.bristolaquarium.co.uk)

We do recognize the time and effort it takes to apply for a position, but as an employer of choice we receive a high volume of applications and in the interests of economy, Aspro UK does not notify candidates who have been unsuccessful in their application; consequently if you have not heard from us within 4 weeks of the closing date, please assume that you have not been successful on this occasion.

**Work Location: Bristol Aquarium, Anchor Road, Bristol, BS1 5TT**