



## Blue Planet Aquarium Cheshire Oaks seeks a Guest Experiences Team Member

Permanent position – variable hours,  
Salary complies with National Living/Minimum Wage

### About Blue Planet Aquarium Cheshire Oaks

Blue Planet Aquarium is a leading visitor attraction located in the North West and home to an array of animals in over 60 naturally themed exhibits from around the world from the British coast, the Mediterranean, coral reef and the tropical rainforest.

We are looking for a proactive, enthusiastic and approachable person with a passion for selling and delivering a great visitor experience to join our energetic and vibrant team.

Have you previously worked in a Visitor attraction or similar customer facing environment? Do you enjoy meeting people, upselling in an engaging and friendly way?

### About the Role

Working to the core values and operational standards of Blue Planet Aquarium, the role of Guest Experiences Team Member creates memorable guest experiences by anticipating customer needs, being engaging, attentive, knowledgeable and delighting at all times through interactive talks, tours, demonstrations, shows and education sessions.

This is a permanent position for which it is essential that you are available to work during weekends, bank holidays and school holidays. Hours vary according to the business needs.

### About You

You have a positive attitude and thrive in a customer focused environment, delivering excellent levels of customer service. You are the type of individual who never settles for the status quo, but continually searches for innovative ways to improve the guest experience. You will be confident talking in front of large groups of all ages and will be energetic and captivating. You take the same pride in welcoming and engaging with our guests as you would someone in your own home.

### About Aspro Parks

Blue Planet Aquarium, Cheshire Oaks is part of Aspro Parks, a Spanish multinational company with its headquarters based in Madrid. Aspro owns and operates over 65 leisure attractions across Europe, 10 of which are located in the UK.

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

Your application letter should highlight why you would be able to fulfil this key role within the organisation and clearly demonstrate how you meet our requirements.

We are committed to Equal Opportunities.

Closing Date: Sunday 22<sup>nd</sup> March 2020

Work Location: Blue Planet Aquarium Longlooms Road, Cheshire Oaks, Ellesmere Port, Cheshire, CH65 9LF

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.

Want to work for Aspro UK but don't feel that this position suits your skills or experience? Then why not 'Like' our ASPRO UK