

The Oxford Artisan Distillery

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JOB DESCRIPTION: TOUR GUIDE

The Oxford Artisan Distillery is a 'grain-to-glass' craft distillery located in the centre of Oxford. Opened in July 2017, organic Oxford Rye Dry Gin and organic Oxford Rye Vodka have been at the forefront of our portfolio. The distillery has welcomed over 16,000 visitors since it opened.

Role:

Based at the Distillery you will be responsible for leading tour groups of up to 15 people around the Distillery site and deliver tastings both on tours and in the shop. Tours last an hour, visiting key points on site and deliver our brand message "We will not divorce farming from distilling". Weekend working will be required, as tours may take place on every day of the week.

You will report directly to Tours & Distillery Shop Manager.

Responsibilities:

Tours

- Deliver up to 3 tours a day (occasionally more at the weekend if required) to the public. You will need to know by heart the key attributes of all the spirits we sell.
- Open the bar to the checklist with plenty of time for guest to arrive at least 15 minutes before your first tour
- Close the tour area (using the closing checklist) and make sure it is ready for the next person to use

Visitor services

- Welcome visitors on site and provide direction e.g. to a meeting with another member of staff, to the shop or to a tour
- Check stock levels of shop goods, bar goods and dry goods and keep the Tours & Distillery Shop Manager up to date with what needs to be ordered
- Be vigilant in the shop area for public who want to be served and to reduce the chance of shoplifters
- Maintain the site, especially the guest areas, for cleanliness, including checking the toilets are stocked and fit for the public

Other tasks

- When no tours are booked, provide support as required to the Tours & Distillery Shop Manager e.g. assist with site maintenance, production services or marketing activities
- Support other events held at the distillery outside your normal hours (claim additional hours at the same rate of pay)



Core Skills and Experience:

- Able to understand and communicate the full grain to glass process including the technical aspects of distilling, or willingness to learn
- Good customer service skills
- Experience of presenting to groups of people (tour groups are typically up to 15 people)
- Fully conversant with all company quality, environmental and health and safety policies and procedures

Personal:

- Strong verbal communication skills and confidence
- A 'can do' approach: this is a role that requires a smile and the ability to actively communicate and engage for 5+ hours per shift
- Awareness of the need to have a tidy and clean appearance, appropriate for customer-facing role: ensuring you are dressed appropriately for weather conditions as it can get very cold on site

Other:

- Legally authorized to work in the UK

We believe that a diverse team of enthusiastic, hard-working, skilled & like-minded people is pivotal to success. Our employees help us make a difference & grow as a business. Therefore, creating equal opportunities is an intrinsic part of our recruitment process. We welcome applicants from all walks of life regardless of culture, ethnicity, gender, religion, sexual orientation and disability. So, if you're interested in joining us, we look forward to hearing from you.