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| Role Title: | **Welcome Host** |
| Responsible to: | Tracy McCafferty & Facility & Services Supervisor’s |
| Where (Location): | **DCL&G** |
| Time commitment: | Min 4 hours per week |
| Role description: | To provide a 5\* welcome to all visitors to DCL&G on arrival in The Gateway offering venue specific information as well as providing local information |
| Main tasks: | * Greet all visitors with a warm welcome * Offer venue maps and give a brief overview of the venue and the facilities and services on offer * Answer any face to face enquiries regarding the venue * Provide local information on areas such as   + What to see and do in the local area   + Shopping   + Food & Drink   + Events * Maintain and keep supply of up to date local information |
| Required skills, qualities and experience | * Enthusiasm and a commitment to providing the highest standard of customer service – the ability to provide a 5\* welcome for all our visitors * Excellent communication skills * Good local knowledge of the area * Reliable * Smart and presentable appearance |
| Training and support available: | * Full tour of facility will be given on induction along with a Welcome Pack containing supplementary background information on the venue * Support of on-site staff on a daily basis |
| Any other Requirements | * There may be the requirement to stand for a couple of hours depending on how The Gateway is configured to support this role and the sourcing a welcome type ‘pod’ |
| Recruitment process: | * 1st stage open afternoon type event where potential volunteers can come to the venue, chat with the team and fill out an application form. * 2nd stage would be follow up with Lesley & Tracy |
| Date role created: | 22nd February 2018 |