

Tour Guide

Puddicombe Estate Farms, Winey & Cider

Tour Guide candidates must have excellent verbal communication skills and the ability to handle visitor inquiries and complaints. Should be friendly, energetic, a team player, and be able to handle work independently. Candidates should be able to work in various weather conditions. Tour Guides will be trained to drive the Estate train and wagon ride equipment, while giving informative tours at the same time. Candidates must like working with people as there is plenty of daily interaction with our visitors. Tour Guide staff are responsible for maintaining the cleanliness of all the above vehicles.

Responsibilities and Duties

- Making sure petting farm, children's village, P.Y.O areas are in good appearance.
- Comply with all company rules and procedures
- Uses all machinery, tools, equipment as authorized in a safe manner
- Ensure work sites safety
- Complete assigned tasks in a safe, efficient and professional manner
- Report defective / broken equipment and other workplace hazards to the supervisor
- Interact with clients on site when needed, provide exceptional customer service in a polite and courteous manner
- Operate day tours as per the schedule outline
- Provide a great customer experience
- Clean the agricultural train 'Little Pudd' at end of each days trips
- Conduct daily/weekly/monthly maintenance on 'Little Pudd' and all the track line
- Making sure daily morning and night check lists are completed
- Must be available to work weekends and as required during week days

Qualifications and Skills

The person who will be the most effective in this position:

- Complete assigned tasks in a safe
- Strong problem-solving and communication skills
- Teamwork, leadership and attention to detail
- Willingness to work long hours
- Physically fit to meet the position's requirements of standing for long periods, lifting up to 40lbs and comfortable with working indoors and outdoors

Hours

- The hours are minimum 4 days a week April – November, December – March hours to be determined.
- Position provides for one weekend off per month, May through November.
- All staff is expected to arrive no later than 45 minutes before the start of the shift and remain on site until end of shift
- Hours for this position are very weather dependent.

Job Type: Seasonal Full Time