

## Guest Experience Team Member – Work Experience

### *Job Description*

**Location:** Cotswold Farm Park, Guiting Power, GL54 5FL

**Hours:** Monday – Friday (Monday 10am – 5pm, Tuesday – Friday 9am – 5pm)

**About us:** We aim to provide a fun and educational day out for all ages, promoting British farming and rare breed conservation.

#### **About the role:**

We are looking for applicants that demonstrate strong communication skills to enable them to have positive interactions with guests. You must be comfortable with animal handling such as chicks, rabbits, guinea pigs, goats and sheep. You will be involved in assisting the guest experience team with activities, demonstrations and will be involved in routine cleaning and feeding tasks.

Please note: Although the placements involve some animal handling, the bulk of the work experience here is customer facing and requires you to have great customer service/communication skills. Animal care and handling experience is limited.

#### **Key responsibilities:**

- Customer service/interaction (majority of placement)
- Talking and communicating confidently and politely with customers.
- Handing out/handling chicks.
- Cleaning out animal pens.
- Helping the team to put poultry away.
- Physical work throughout the day with prolonged periods of standing.
- Animal handling (chicks, guinea pigs, rabbits, goats, chickens, ducks, geese)
- Various cleaning and tidying jobs.
- Assist with talks and demonstrations.

**Applicant requirements:**

- Great communication skills – confident talking to guests and the team
- Customer service experience (desirable)
- Friendly and approachable
- Be willing to learn
- Initiative
- Proactive
- Positive attitude
- Motivated
- Great teamwork skills

Training and support will be given throughout the placement to help you achieve this.