

EDEN ROLE PROFILE

TITLE: Steward Work Experience Student

Updated: September 2011

REPORTING TO: Steward Supervisor

ROLE OVERVIEW: Work with the Stewards team to help enhance Eden visitor's experience and ensure their welfare within a world class visitor destination. This is a varied role which will involve working outside in the car parks, in the Biomes and in the visitor centre. Duties will include: answering visitor's enquiries, manning the viewing platform in the Humid Tropic Biome, greeting coach parties, assisting at the Rock Wall, giving directions to visitors, ensuring visitor's health and safety, litter picking. All duties will be with the support of a Steward Team Member.

EXPECTATIONS FOR PERFORMANCE:

- Awareness of health and safety guidelines with regard to ensuring a safe environment for visitors and colleagues (covered at induction)
- Respect for customer service at all times
- The ability to follow instructions and ask questions if unsure
- An enthusiastic outlook to the role
- An interest in stewarding and working outside with the public

KEY SKILLS THAT WILL HELP YOU:

- Communication skills
- High level of customer service awareness
- Positivity

QUALITIES YOU WILL NEED TO DISPLAY:

- Smart appearance
- Good time keeping
- Respectful approach to both colleagues and visitors
- Friendly, polite and enthusiastic outlook
- An interest in the aims and objectives of the Eden Project