



# The National Tramway Museum – Meet & Greet/Customer Care

**Responsible to:** Tramway Operations and Visitor Experience Manager

**Hours:** Approx 9.30am to 1.30pm a day (later on event days) or longer if you would like to.

## **What will you do?**

Our Meet & Greet/Customer Care volunteers are part of the Visitor Experience team and ambassadors for the Museum. From providing a friendly welcome to visitors as they enter, to being a point of contact around the site, these roles are vital to the Visitor Experience team.

## **This includes:**

- Welcoming visitors after they buy their ticket and helping them to understand the site.
- Suggesting things to see, depending on weather, time and accessibility
- Highlighting events or activities available on the day including handing out event trails.
- Answering visitor questions.

Don't panic. We don't expect you to learn everything in one go! You'll receive full training and will work alongside an experienced volunteer until you're happy.

**You must be at least 18 years of age for our Visitor Experience Roles**

## **This role would suit you if:**

- Enjoy meeting, talking and listening to people. This role is visitor facing and the ability to talk to visitors is essential.
- You have an enthusiastic attitude and can be patient with visitors, both young and old.
- You are happy to spend periods of time outside.

## **What do we provide?**

- Full training and support from the Visitor Experience Manager.
- A 'buddy' to shadow while you become familiar with the role.
- A dedicated volunteer space with a kitchen & hot drinks machine

## **What do we ask of you?**

- To act as a representative and ambassador for Crich Tramway Village and the National Tramway Museum.
- To ensure the health and safety of visitors, volunteers and staff by following designated procedures.
- To work within the guidelines of the Volunteer Policy and related organisational policies and procedures.
- We realise that there are times when your plans may have to change. If you are unable to attend, please let your department head know as soon as possible.