

About BODY WORLDS London:

Discover the beauty beneath your skin at BODY WORLDS London, the original display of real human bodies now in its permanent and flagship home at the iconic London Pavilion, 1 Piccadilly Circus.

Immerse yourself and discover a wide-range of insights into the body and mind, showing what effect our lifestyle choices have on our health. It's fun, provocative, educational and endlessly fascinating.

Over 47 million visitors globally have been amazed by Dr Gunther von Hagens' renowned exhibitions, sparking curiosity and awe around the world. More than 200 anatomical specimens, spread over 6 galleries on 3 floors and over 20,000 sq ft, reveals the beauty that lies underneath our skin.

Expect a unique, exciting and interactive journey through the body, described by many as 'emotional', 'extraordinary' and even 'life-changing', visit BODY WORLDS London to learn what it means to be human!

Guest Services Assistant – Retail

Reports to: Duty Management Team

Preferred start: 1st February 2019

Scope of the Role

The core focus of the Guest Services Assistant (GSA) role is to ensure the complete delivery and satisfaction for every guest in the retail areas whilst having the ability to sell without compromising the level of customer service provided. The GSA needs to consistently deliver an impeccable level of customer service, unique to every guest's needs and to be focussed on delivering enjoyment to each and every guest. The GSA will develop sound knowledge of all available retail product types and have the strong ability to upsell.

The role requires the GSA to be responsible for delivering great guest experiences within the retail environment. The GSA will contribute to achieving daily retail sales targets, as well as up selling items/products using their own direct sales initiative to fulfil the need of and acquire the trust of each individual guest.

The GSA is accountable for all activity/actions taken in their designated areas which includes the retail area, which is located in the main attraction welcome area and box office. Ensuring their areas are safe, clean, presentable and fully stocked, whilst providing a level of service that excels in every regard. General activities will include assisting with deliveries, stock management, product display, merchandising and queue management. Adapting to change and being a versatile team player is key, whilst remaining fully attentive to all guests and fellow staff members.

The GSA team form an integral part of the Health and Safety of all guests and provide support in areas such as emergency evacuations, lost children and first aid.

The Retail team will at regular times support the Operations GSA team and will be required to work in other areas of the attraction, including admissions, scanning, attraction support and audio guides.

Qualifications & Experience

- Previous experience in a face-to-face, customer service and retail based environment – preferably in the tourism, leisure and/or entertainment industry. Proven ability to upsell.
- Good cash handling experience required.
- Naturally an optimist, possessing high-energy levels at all times, with the ability to demonstrate a genuine interest and have empathy with all guests.
- Excellent verbal communication in the English language and ideally another language would be preferable.
- Possess the ability to apply one’s communication skills to each and every age group, gender, race and disability type.
- The ability to remain calm under pressure, with mixed guest and audiences and also able to manage larger groups/volumes of people.
- Must be able to work in a fast-paced environment, respond positively to spontaneous situations occurring at any time of the day/evening.
- Must have a flexible approach and attitude to varying shift patterns; able to work evenings, weekends and bank holidays.
- Must have the ability to multi-task and adapt easily to change.