**Bunratty Castle Guide**

**SHANNON HERITAGE**

**(Seasonal Position)**

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| **Role Purpose:** |
| Reporting to the Castle Guides Supervisor this role will entail welcoming and interacting with a visitors and clients to Bunratty Castle & Folk Park. The Castle Guide will provide tours of Bunratty Castle.  The Castle Guide will provide our visitors with the story of the Castle in an informative and fun manner, sharing its wealth of history and that if the artifacts, advise on the history of the Castle restoration and be informative on the environs of the Castle and the Folk Park. The Castle Guide will provide a memorable experience for our visitors.  This position will require flexibility, working rostered duties, including weekends and Public Holidays | |
| **The Role:** | |
| * Provide guided tours of the Castle in English and/or in one of the following languages – French,   German, Spanish, or Italian   * Good knowledge of Irish history and that of Bunratty Castle * Ability to adapt the tour to different age groups. * Be aware of all housekeeping rules and standards at the Castle. * Adhere to all Health & Safety procedures at the Castle, reporting any hazards to the Supervisor or   Manager   * Continuously provide excellent customer service exceeding the expectations of the guests | |
| **Essential Requirements:** | |
| • Excellent organisational and communication skills  • Friendly, outgoing and cheerful personality  • Previous experience in a customer facing role will be an advantage  • Be capable of working in a team environment  The role requires candidates to wear a period costume and head-dress during working hours.  From time to time the Company may ask you to do other reasonable tasks not stated within this job description but commensurate with the position. The Company also reserves the right to review and update this job description to reflect the changing needs of the job. However, any significant changes will be discussed in consultation with you | |