



Role: Volunteer Tourist Information

Role Description:

1. To be part of a pro-active team ensuring that customers who visit the Tourist Information Point, whether they be tourists or local residents, receive a professional service that creates a positive and attractive image.
2. To positively promote Pavilions Teignmouth, Teignmouth and South Devon as a whole.
3. Provide excellent customer care at all times
4. Maintaining information displays with details of future events and attractions, keeping leaflet displays well-stocked
5. Ensure you are up to date with local varied knowledge attained from personal interests/recreation, and that you are able to communicate this knowledge to visitors
6. Using I.T. confidently to facilitate enquiries and to update local event websites
7. In the event of an emergency to evacuate the building in line with emergency evacuation procedures.
8. To be vigilant at all times, with regard to the safety and security of customers, volunteers and staff. Alerting the Management of any issues quickly and clearly.
9. To assist with marketing and positive promotion of Pavilions Teignmouth.