



WEST BERKSHIRE

EST. BREWERY 1996

TOUR GUIDE TEAM LEADER

We have a fantastic opportunity for a Tour Guide Team Leader to join our passionate and fun team at West Berkshire Brewery. In this dynamic role, you'll carry out guided tours of our state-of-the-art brewhouse, explain the brewing process from grain to glass, bring the story of WBB to life, and help promote our wonderful Taproom & Kitchen.

The ideal candidate will be outgoing and charismatic, with the knowledge and willingness to learn more about beer styles, history, and brewing techniques. You must be comfortable speaking to and hosting large groups people and remain enthusiastic, courteous, and friendly throughout. As a Tour Guide, you'll love talking to people and will be fascinated by beer and the brewing process. Naturally, you'll get a buzz from sharing this passion for beer with others.

About you:

- Able to adapt your knowledge of our beers to help upsell products in the shop.
- Peak season can get pretty busy, but you'll thrive when working under pressure.
- Communication is key, and you recognise the importance of being an effective listener - ensuring everyone is on the same page while remaining approachable and informative.
- You have great organisational skills.

What we offer in return:

- 20% discount on food and 50% discount on drink and shop products.
- 32 days holiday inclusive of Bank Holidays.
- Fantastic training & career development opportunities.
- Cycle to work scheme.
- Training and development
- A great place to come to work every day, a beautiful brewery in the Berkshire countryside.

To be considered for this unique role, please send us your CV for an immediate start to Hannah-hunter-flack@wbbrew.co.uk

Job Types: Full Time, 45 hours a week

Salary: from £25K per annum

SCHEDULE 1 – JOB DESCRIPTION

Purpose of the Job: To help lead the operation of the Taproom and Kitchen business through Brewery Tours, ensuring exceptionally high quality and consistent service and product; working to maximise revenue and to control expenditure to deliver profit.

Roles and Responsibilities:

- Responsible for smooth running of daily tours
- Help improve and maintain excellent customer experience
- Build a team of tour guides to offer tours daily.
- Work with Taproom Management & Brewery to ensure all team are trained in tour standards
- Work with Taproom Management & Brewery to ensure all team have full product knowledge
- Ensure your team are fully trained and tested on our products, health and safety and brewing knowledge prior to opening

How we measure you in your role:

- Smoothness of operation
- Reviews
- Adherence and understanding of all systems

Your Leadership Style:

- Able to focus on delivering exceptional customer service
- Able to effectively communicate to influence customers & teams
- Able to develop clear and logical step-by-step plans for self and others to incorporate what needs to happen, how, when and by whom.
- Able to ensure that the Group/Site Standards are maintained, and ultimately improved, through strict adherence to policies, procedures, and quality standards.
- Able to manage the business with a view to delivering high standards and optimum results
- Able to supervise a team and promote our core values in the service we provide to the public.