

McConnell's Distillery Host-Job Ad

Job Title: McConnell's Brand Home Host

Reporting to: Team Leader

Salary: £12.50 per hour

Additional benefits: 35 days holiday total (10 days off in lieu of bank holidays, 25 days annual holiday), employer contribution to pension scheme; staff discounts in retail, tour, and café areas; opportunity to cross train in different areas.

Who are we?

Here, at Belfast Distillery Company, we have revived a brand established in 1776, J&J McConnell's Irish Whisky. The hub of Irish Whiskey distilling was here, in Belfast, and the home of McConnell's (the old Cromac distillery) was at the heart of this in our city. Through a combination of factors (world wars, American prohibition and more) the distillery was forced to close in the 1930s. And now? Well, the legend is re-born. McConnell's Irish Whisky has been re-establishing itself as an international brand since 2019. With sales soaring worldwide, and winning awards for the quality of our products, we are now creating a brand home for our whisky with the opening of McConnell's Distillery & Visitor Experience in North Belfast, at the historic site of the Crumlin Road Gaol. Here we hope to honour the history of Belfast's past while bringing distilling to its future, welcoming visitors from all over the world to see our state of the art Distillery and Visitor Experience. We take pride in our product, our history and our passion for distilling and we will tell everyone who comes to visit us our exciting and unique story. In addition, we will be bringing investment and employment opportunities to the local community whilst creating an incredible new tourist destination in Belfast.

Where do you fit in?

Your job is a pretty special one! It is to ensure that all visitors to the J&J McConnell's Distillery and Visitor Experience become Brand Ambassadors for McConnell's Irish Whisky, whether they go on a tour, visit the shop or attend an event with us. Irrespective of the visitors going on a tour, visiting the café and retail shop or attending an event with us, your passion, team leadership skills, desire for excellence and customer satisfaction at all times will shine through, ensuring visitors have an experience they will never forget.

What will the role entail?

The Host role involves performing a variety of tasks or duties across different areas or departments. Individuals in this role should possess a broad set of skills, allowing them to handle multiple responsibilities, such as, but not limited to; Tour Guiding, bar and cocktail service, café food and beverage handling, customer service, and retail tasks. A hosts role requires flexibility and the capacity to adapt to different situations, whilst working in dynamic and fast-paced environments.

- **Greeting Customers:**
 - Make a lasting impression by giving a knowledgeable and warm welcome

- Identify customers' needs and help them find what they are looking for.

- **Guiding tours:**
 - Telling our story with so much passion that guests become brand ambassadors for us worldwide
 - Continuously improving to learn something new

- **Café**
 - Hot & cold food and beverage service
 - Maintaining Food Safety Hygiene standards

- **Bar**
 - Bar and cocktail service
 - Upselling through sharing product knowledge and passion

- **Retail:**
 - Ensuring the shop is fully stocked and looking beautiful
 - Maintaining excellent merchandising standards
 - Giving the warmth and down to earth service we are known for

- **Presentation and preparation:**
 - Ensuring areas are clean, tidy and prepared
 - Cleaning down the tour areas at night and setting up in the morning
 - Strong attention to detail

Who are we looking for?

Essentials

- Must love interacting with customers
- Passionate storyteller
- Desire to learn

- Able to speak confidently in front of large groups
- A great eye for detail
- Excellent working standards

Desirable

- Confident using EPOS/till systems
- Previous customer service experience/drinks industry experience/tourism experience
- Experience as a tour guide may be a bonus

Think you would be an amazing fit for our team and passionate about our brand?

Send your CV and few lines about why you would be perfect for the role to teamleaders@belfastdistillery.com.

We can't wait to hear from you!