

Job Ad - Support team

Please send all applications to ccrerand@belfastdistillery.com

Before applying please complete the monitoring form linked below

www.baxterworld.com/bdl-edi

Job Title: McConnell's Brand Home Ambassador

Reporting to: Team leader (indirectly Operations Manager)

Salary: Age 21+ £11.44 per hour, age 18-21 £10 per hour, age 16-18 £8 per hour.

Additional benefits: 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 and are opening our distillery in North Belfast, at the historic site of the Crumlin Road Gaol. Here we hope to honor 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, while bringing investment to the local community.

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. Your attention to detail, hospitality skills, desire for excellence and customer satisfaction will shine through to send visitors on an experience they will never forget.

Within the role there will be an element of variety, working in different areas, as listed below, but there will also be an opportunity for cross departmental training and personal growth.

Assisting at events

- *Excellent presentation:* Ensuring all areas are clean, tidy and well prepared for guests
- *Service with a smile:* Serving customers, whether drinks or food, with the utmost care, attention and warmth that McConnell's is known for.
- *The first interaction:* Greeting customers with a smile and welcoming them to the event
- *Taking care of every need:* Assisting customers with their needs while they are present at McConnell's Distillery

Support for excellent service

- *Preparing the experience:* Turning the rooms around in between tours, each tour should feel like they are the first ever people to enter the space. Between pouring drinks, clearing the room and resetting you are working behind the scenes to make it magic.
- *Ready to go:* Getting areas clean and prepared to open first thing in the morning and clearing them down to close last thing at night.
- *A site of perfection:* Seeing all the small details and dealing with them straight away, be it an issue with the building to rubbish on the floor, nothing goes unnoticed!

Hospitality

- *Coffee:* Assisting in making coffee for guests to visit McConnell's and clearing, tidying, and cleaning all crockery
- *Bar:* Serving drinks at events, cleaning glasses, and maintaining a high standard of cleanliness.
- *Food:* Serving food, clearing tables, operating a pot wash, any other relevant duties associated with our food offering.
- *Events & Conferences:* To support events taking place at McConnell's. From setting up and replenishing tea/coffee stations, serving capapes at a press launch, or creating mixed drinks at a private party.