

TOUR AND HOSPITALITY SPECIALIST

Location:	Mt. Pleasant, SC
Benefits:	N/A
Employment Type:	Part Time
Department:	Plantation Operations
Description:	<p>Boone Hall Plantation and Gardens in Mt. Pleasant, S.C. is one of the premier historical venues and tourist attractions in the South Carolina Lowcountry near Charleston. In addition to our normal tourist and visitor business, Boone Hall also plans, presents, and hosts numerous special events throughout the year that are Lowcountry favorites and attended by local residents and visitors from all over the world.</p> <p>We are presently looking for special candidates that will help improve the visitor experience to Boone Hall Plantation & Gardens in Mt. Pleasant, S.C. As a Tour and Hospitality Specialist, you will have the opportunity to serve in many capacities of our daily operations including but not limited to gate admissions, house tours, plantation tours, hospitality, and plantation administration.</p>
Duties:	<p>Must have a can do attitude, a positive disposition, must be DEPENDABLE, possess great oral and communication skills, have a passion for interacting with and meeting the public, and the ability to remain positive no matter the circumstance. Because Boone Hall Plantation & Gardens is a tourist attraction, a significant portion of our visitors come to Boone Hall on weekends and holidays. We also have a number of Special Events throughout the year that require staffing on these days as well. In this position, candidates must be willing to work flexible hours including weekends and holidays.</p> <p>On any given day these employees may be assigned to give house tours, plantation coach tours, work front gate admissions, or work in our hospitality area. Period attire is worn and will be provided for specific tours/duties. Guides are expected to enforce the rules of all areas of the plantation. Guides are also expected to review daily attraction schedules and answer questions our guests may have about the times, locations and other details for all plantation tours, activities and general area information.</p> <p>When serving as either a house tour guide or plantation coach tour guide, presenting semi scripted tours of the plantation house and landscape with a theatrical flair and historical accuracy are necessary.</p> <p>When working the front gate during peak times, traffic lines could be backed up, so candidates for this position must be able to work quickly and efficiently, and accurately – but must do so with a customer service friendly attitude and disposition.</p> <p>Shift length will vary and include most weekends and some weekdays. Hours worked per week vary and depend on the season.</p> <p>We are presently closed for the winter season thru Feb.12, 2014. We will resume regular tour operations on Feb. 13, 2014 and will be open every day except Christmas and Thanksgiving. A dependability to work any days beside those mentioned above is absolutely necessary.</p>

Qualifications:	<ul style="list-style-type: none">*Good oral and communication skills*Can do attitude a must.*Must be neat and well groomed.*Must be able to stand/walk for long periods of time*Must be able to interact with guests in a positive manner in all situations*Must be able to work in a house that was built in 1936, and navigate several stairs*Must be able to drive and navigate plantation coach safely around plantation grounds while speaking and giving tour information simultaneously.*Must be willing to perform other duties as assigned by supervisor or manager*Ability to handle all aspects of our admission procedures at the front gate throughout the day and in the office reconciling the day's work at the conclusion of the day. 100% accuracy required with counting of cash-credit card processing-admissions ticketing.*Previous experience presenting to the public preferred.*Previous experience with front end retail preferred.*Computer skills helpful.*Valid driver's license.
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