



A r c h i t e c t u r a l

— PLANTS —

Since 1990

## **Front of House - Visitor Experience**

We are an award-winning specialist nursery near Pulborough in West Sussex with a reputation for designing and planting exceptional gardens. With a prodigious collection of Japanese and European topiary, exotic and tropical specimens, screening plants and rarities, our mission to exceed our clients' expectations with exciting, bold and innovative work is a prerequisite. We are expanding our team to include this new Front of House – Visitor Experience role and there is the opportunity for it to develop in to one of two areas in addition to this.

### **Front of House:**

We are looking for an exceptional individual with experience of delivering incredible customer service in a front of house role. You will be working in an environment packed with the world's most exciting plants, ready to share your enthusiasm with our customers. As the first point of contact, you will ensure that the welcome they receive is exceptional, setting them up for an amazing experience for the rest of their visit. Liaising closely with our horticultural consultants, you will have a comprehensive understanding of our appointment schedule, knowing who is arriving and when, and who their appointed sales contact is. You will offer each guest a choice of refreshments and a seat in our private cafe. We want every customer to leave feeling as though they have been somewhere very special.

Horticultural knowledge and experience is not essential as we have a team of Horticultural Consultants who you will field customer enquiries to, something you will be trained to do. You'll be responsible for booking in appointments, answering general queries and making sure our customers find everything they need during their visit, from start to finish. At the point of sale, you will prepare and package our plants guaranteeing our customers leave with a truly fantastic product. Keeping all of the customer facing areas clean and tidy will be your responsibility. You will naturally deliver a very personal level of service and a warm send-off whilst also promoting all of our other services where appropriate.

*There is a potential to develop the role in to one of two areas, depending on your experience and suitability.*

### **1: Developing our Online Sales business:**

For the right sales-minded applicant there is the opportunity to help grow our online business. From researching bespoke and recyclable packaging, to building relationships



A r c h i t e c t u r a l  
— PLANTS —  
*Since 1990*

with new transport companies, you will lead on the development and advancement of this new area of the business. With a new website in place, we are ready - we just need the right person to drive it all forward.

**2: Marketing Assistant**

If you have a way with words, a keen eye for the perfect photo and experience using social media platforms, there is an opportunity to assist our Marketing Manager. Any prior experience would be beneficial.

Expected Start Date: 15/03/2021

Job Types: Full-time, Permanent

Salary: From £17,000.00

Licence/certification: Driving Licence required

Work remotely: No

**Application Process:**

In the first instance, please apply via Indeed, linked here: <https://indeedhi.re/3bE8d70>

The application process will then involve a short telephone interview followed by a formal, in person interview with the Managing Director and his team.

The next step would be to invite you to a trial day at the nursery and on site, where your suitability for the role will be tested in a practical setting.