

# National Waterways Museum

## FRONT OF HOUSE DUTIES

'Front of house' is the first point of contact for the visitor and can set the tone of their visit. The sort of tasks involved are, meeting & greeting visitors, working in reception and the shop and helping in the café.

Being a good communicator with people of all ages and backgrounds and personable and pleasant to visitors are the sort of qualities needed. It is very rare for visitors to be difficult customers but at times the reception area can get busy so you need to be able to sort problems quickly and keep everything flowing smoothly.

As you get into the role and when you have had the training you will find it easy dealing with enquiries from the public who have just walked in for information or called by telephone. As you can imagine, there will be a small amount of administrative work and general housekeeping in Reception and the shop.

Work in the café will mostly involve helping the catering staff when they are busy. Some examples are keeping tables clean, collecting trays and dishes, or delivering buffet food to a conference. Some volunteers have received training in Food Hygiene and on occasions also help with serving food.

**To find out more or to register interest call the Museum on 0151 355 5017 or email [volunteers@boatmuseumsociety.org.uk](mailto:volunteers@boatmuseumsociety.org.uk)**

“The first time I was working reception on my own, I sort of hoped for a quiet morning. The next minute twenty French visitors arrived totally out of the blue.

They wanted to go on the boat trip, some of them bought gifts from the shop, they were asking me which parts of the museum they should see first, for a few minutes life got really hectic. Luckily some of them could speak good English and I managed to sort them all out fairly quickly and get them into the museum.

After that I'm confident I can handle anything!”

Gaynor (Volunteer for two months.)

