

# ***TN Whiskey Trailhead & Welcome Center***

**Job Title:** Guest Services Team Member, TN Whiskey Trailhead and Welcome Center

**Location:** Lynchburg, Tennessee

## **About Us:**

We are a dynamic team at the TN Whiskey Trailhead and Welcome Center in Lynchburg, Tennessee, offering travelers a welcoming experience as they embark on their journey through the rich heritage of Tennessee's world-renowned whiskey culture. We are the gateway to south central Tennessee, and our mission is to inspire people from around the world to explore everything our beautiful state has to offer.

## **Job Description:**

We are seeking upbeat, outgoing and personable individuals to join our Guest Services Team. In this role, you will be the first point of contact for our visitors, ensuring they feel warmly welcomed and well-informed about our region and state.

Pay is between \$10 to \$13 per hour plus tips and incentives.

## **Responsibilities:**

- Warmly welcome visitors to Lynchburg, Tennessee, providing exceptional customer service to all guests.
- Engage with guests, sparking interest in our local attractions and providing travel advice throughout the south central Tennessee region and state.
- Ensure brochures, travel guides, and other informational materials are well-stocked and readily available for visitors.
- Efficiently manage transactions at the register, ensuring accurate cash handling and processing credit card payments.
- Assist in retail tasks, including folding shirts and restocking merchandise to maintain a neat and organized store.
- Actively contribute to the team's mission of promoting Tennessee's unique whiskey culture and broader attractions.

**Qualifications:**

- Excellent interpersonal and communication skills, with an innate ability to connect with a diverse range of people.
- Passion for local culture and a deep knowledge of Lynchburg and Tennessee's tourist offerings, or willingness to learn.
- Previous experience in customer service or hospitality is highly desirable, but not essential.
- Must be able to perform physically demanding tasks, including lifting heavy items and remaining on your feet for extended periods.
- Basic numeracy and cash-handling skills.
- A positive attitude, with a true passion for providing outstanding guest experiences.

**Why Join Us?**

This is a unique opportunity to share your love of Tennessee and its rich whiskey heritage with visitors from around the world. If you love meeting new people and thrive in a fast-paced, customer-focused environment, we'd love to hear from you!

TN Whiskey Trailhead and Welcome Center is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.

Interested candidates are invited to submit their resume along with a cover letter explaining why they believe they would be a good fit for this role. We thank all applicants for their interest, but only those selected for an interview will be contacted.