



## Experience Team Member Job Description

### The role

As member of the experience team you will report directly to the duty manager on shift. You will be responsible for providing excellent customer service and delivering a seamless and fun experience to all customers.

This is not a 9 to 5 role. It requires someone with the enthusiasm, passion, drive, humour, and a love of the thrill in achieving an outstanding experience.

### Main Responsibilities

Duties include but are not limited to

- **Experiences** – To train and provide working cover for all areas of the centre entertainment including but not limited to; Bowling, Duckpin, arcade, crazy golf, softplay, bowling, café, restaurant, bar and reception to ensuring the smooth running of the centre. (each area has a separate job description and training sign off sheet to ensure competence and confidence)
- **Customer Service** – To provide exceptionally high-quality customer service when representing the company.
- **Dealing with Customers queries** – To provide prompt and supportive service to all customer enquiries, ensuring you are up to date with all current centre information in order to answer questions and direct customers to the most appropriate area or person within the company.
- **Meeting company KPI's (Key Performance Indicators) and Targets** – Provide a passionate and supportive approach to support the management team in meeting KPI and Targets as set out by the Directors.
- **Daily/Monthly/Weekly Checks** - completing opening and closing checklists, and experience safety checks as required and set out in the company procedures and policies. Also responsible for completing weekly/monthly/bi-annual/annual checks on the day as requested by the General Manager.
- **Health and Safety Responsibilities**
  - To understand and acknowledge your responsibility towards Health & Safety (including Coshh, manual handling, fire management and Risk Assessments) within the centre and attend training sessions as requested by the management team.
  - To assist in the evacuation of the building should it be deemed necessary
  - Ensure security of FOH, POS areas and the experiences at all times
  - Open and close the building in a secure and safe manner according to established procedures and agreed times as requested by the Duty Manager

- Keep working and public areas in a safe and tidy condition
  - Responsible for maintaining a clean and health environment within the centre.
  - Ensuring all areas of the centre are regularly cleaned. Cleaning rota will be arranged by the Duty Manager daily.
- 
- **Policy / Procedures / Risk Assessments** – Responsible for ensuring that the policies, procedures, Risk assessments and company/industry standards are upheld and maintained at all times.
  - **Establish and maintain strong working relationships** – To be part of a dynamic and supportive team.
  - **Prepared to complete internal management training programme.**

## Experience Team Member Person Specification

### About you, the essential skills and personal qualities we are looking for

	Essential	Desirable
<b>Skills and Education</b>		
Must be educated to GCSE Level	×	
Holds a relevant qualification in customer service, tourism, or similar area.		×
Experience of working within the tourism and leisure or hospitality industry.		×
Must have experience of working with and upholding company health and safety policy and procedures and other relevant company policies and procedures and a clear understanding of the importance of this within the business.	×	
Can demonstrate extensive customer service experience to a very high standard.		×
Can demonstrate experience of working as part of a team	×	
Strong operational planning with excellent communication skills in order to ensure tasks are completed.		×
To hold an appropriate first aid at work certificate.		×
<b>Personal Qualities</b>		
Be creative and innovative in order to ensure that you are flexible and dynamic to deliver a tailored experience to suit the needs of the customers.		×
To be passionate about personal development and interested in participating in training appropriate for the position	×	
Flexible and adaptable to changing priorities. Resourceful and practical; able to “think on your feet” and solve problems quickly and effectively. Positive “can do” attitude.	×	
Excellent organisational and time management skills including the ability to work on multiple projects & situations simultaneously.		×
Good team-working skills, calm and collected at all times.	×	
Ability to work under own initiative	×	
Have strong attention to detail	×	
Be a positive member of a team	×	

**Job Location and Hours:** Flexible and Various contracts available covering 7 days a week.