|  |  |  |  |
| --- | --- | --- | --- |
| Job Title: | Guest Specialist/Attraction Attendant | Job Category: | 814 Lanes & Games |
| Location: | 814 Lanes & Games | Travel Required: | N/A |
| Salary: | Hourly Rate | Position Type: | Part-Time |
| Reports to: | General Manager | Date Posted: | 09/23/2020 |
| Will Train Applicant(s): | Will Train | Posting Expires: | Upon fulfillment |
| Applications Accepted By: |

|  |  |
| --- | --- |
| Email: info@814lanesandgames.comSubject Line: Guest SpecialistInclude Resume and Completed Application | Mail: HR814 Lanes & Games1140 Frances StreetJohnstown, PA 15904 |

|  |
| --- |
| Job Description |
| **Summary:**As a guest specialist attraction attendant your primary focus is ensuring that all guests have the best experience possible once entering our doors. You will be required to have knowledge of all attractions, pricing, specials and promotions, upcoming events, and company polices to answer any questions guests may have. A positive and enthusiastic attitude at all times is an absolute must. To do well in this role you should be comfortable standing for long periods and managing a very busy shift. Ideal candidates will want to grow with the company into other positions in the future, learning and branching out to other duties.**Qualifications & Education Requirements:*** High School Diploma/GED or in progress
* Candidates must be at least 16 years of age
* No prior work experience required, but preferred
* Works well with a variety of people and personalities
* Ability to multi-task and work well under pressure
* Possess an energetic, outgoing personality
* Excellent customer service and communication skills
* Ability to lift 25 lbs or more
* Ability to provide top notch customer service in a fast-paced environment
* A positive attitude and ability work well under pressure with all staff
* Does high-quality work while unsupervised
* Able to work in a standing position for long periods of time
* Willing to follow instructions and ask questions for clarification if needed
* Able to handle money accurately and operate a point-of-sale system
* Positive, engaging personality and professional appearance
* Basic math and computer skills
* Interpersonal and communication skills
* Strong task and time management abilities
* Flexible schedule with the ability to work days, nights, and weekends as required
* Team player
* Attention to detail and strong organizational skills

**Responsibilities and Expectations:*** Required to correctly operate designated attractions and stay current on any changes or improvements
* Enforce height and age restrictions to ensure safety of all guests
* Maintain the cleanliness at assigned attractions as well as the surrounding area
* Responsible for completing daily opening and closing procedures
* Greet and welcome all guests as they approach your attraction area
* Intermingle with guests during downtime throughout the facility
* Be able to provide accurate descriptions of all attractions to guests
* Communicate effectively with other attraction attendants, party hosts, upper management and security personnel
* Promote upcoming events as well as promotions and specials to all guests
* Be on time to scheduled shifts, ready to work, wearing appropriate attire
* Attend occasional staff meetings and trainings
* Abide by all company guidelines and regulations set forth by management
* Answering phone calls, taking reservations and answering questions
* A knowledge of the facility, attractions and events
* Helping out with other positions in the facility as needed
* Providing great customer service
* Ensuring that food health and safety regulations are followed
* Be able to remain focused and on-task during busy hours
* Maintaining a clean work and dining area by removing trash, cleaning workstation
* Deliver superior service and maximize customer satisfaction
* Respond efficiently and accurately to customer complaints
* Ensure compliance with sanitation and safety regulations
* Nurture a positive working environment

**Benefits:*** Competitive base wage
* Flexible, Fun, and Team environment
* Discount dining and attractions within the facility
* Ability to grow with company into different positions

**Additional Notes**:As a new business, responsibilities, best practices and processes may be subject to change. |
|  |