



## Crew Member: PARTY HOST and CATERING

### OVERVIEW:

Perform as a member of the Laser Quest team to provide a fun, safe, entertaining experience that exceeds customer expectations.

You are the 'Ambassador of Fun', and you're outgoing and enthusiastic! You enjoy working in a casual environment, like getting up and talking to people, and love to learn new things. You enjoy interacting with customers and team mates, and ideally, you have worked in the service, entertainment or recreational industry or have been active in school or community committees.

A great Party Host has characteristics including loyalty, honesty, curiosity, humility, sense of humour, patience, creativity, friendliness, fun, and most of all loves to smile!

### SPECIFIC RESPONSIBILITIES:

- Be an ambassador of FUN and perform Front of House activities involving customers
- Preparation, cooking and serving of food and beverages
- Arrive on time, in complete uniform and well groomed
- Greet all customers with a friendly, fun demeanour, by smiling and making eye contact
- Suggest non-violent, fun code names to customers and encourage them to play
- Making sure the party room is prepared for the parties in accordance with any special requests
- Keeping in contact with the host parents and assist in any way possible to make their stay an enjoyable one
- Communicate key objectives of the game and safety rules to customers by doing a briefing in a timely, entertaining manner
- Entertain the party goers during their time in the party room (singing, dancing, playing games, telling jokes)
- Operate computer efficiently to enter code names, type of game, energise and reactivate games as required, co-operating and communicating with Crew members who are marshalling the game
- Complete opening/closing procedures as instructed by the Manager on duty
- Perform regular maintenance checks and duties during a shift to ensure the Centre is clean and neat at all times
- Record data on game sheets
- Take reservations, recording group bookings accurately and completely
- Answer telephones within five rings, provide information regarding our offerings in a helpful, friendly manner utilising suggestive selling techniques
- Conduct routine pack maintenance and identify any problems with equipment, ensuring accurate documentation. Some Crew may be designated to repair and maintain equipment.
- Abide by the Company Code of Conduct