



JOB DESCRIPTION

Job Title:	Welcome Host Supervisor
Responsible to:	Sales and Ticketing Manager
Place of Work:	Monopoly Lifesized – Tottenham Court Road, London
Hours of Work:	Minimum of 20 hours per week, including evenings and weekends.
Salary:	£12.85
Contract:	Casual Contract
Probation:	1 months
Start Date:	W/c 9 th August

Monopoly Lifesized is a brand-new way to play one of the most popular family board games on the planet.

With immersive and experiential attractions coming to the forefront of the live entertainment industry, this opportunity presents a first of its kind – an adaptation of a board game for participation of the public. Fully licensed from Hasbro and with their creative, development, and marketing support, this will be a brand new, high-end attraction in the heart of London.

Key to the business is the box office operation that drives the majority of revenue from ticket sales, hospitality offers, and management of the CRM database

Key Responsibilities

- Welcome guests to the venue
- Act as Team Leader for Welcome Host shifts
- Assist in the management of ticketing and CRM, deputising for the Sales and Ticketing Manager where required
- Process customers to the waiting area
- Communicate with the F&B department
- Greet customers upon their departure
- Coordinate with F&B staff about available seating options
- Maintain a clean reception area
- Assist guests who require have extra access requirements
- Deal with and lead on customer service elements including complaints and queries.
- Assist on-site bookers by directing them online, or booking them in at the Welcome Desk.



- Ensure the Front of House delivers the highest possible standard of customer service, adhering to policy and procedure during all transactions.
- Assist with notification of any cancelled performances, or amended performance times to customers, agents and distributors.
- To liaise with the Sales and Groups Manager to welcome private bookings and ensure the highest customer service standards are achieved.
- Assist with the maintenance of the ticketing system ensuring compliance with GDPR.
- Ensure end of shift reporting is accurate

Experience & Skills

- At least 1 years knowledge of ticketing systems
- Some experience in team leading
- Experience working in attractions or tourism sector
- A 'can-do' positive attitude
- Flexibility in working hours
- Working with a team to reach a high standard of customer experience
- Ideally, to be able to speak a 2nd language.

Person Speciation

- Flexible/adaptable in approach to work
- Honest, reliable and committed
- Friendly and approachable manner
- Pro-active approach to work
- Smart appearance & happy disposition

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities. In consultation and agreement with you, this Job Description may also be amended at any time.