



Guest Experience Host

SAW: The Experience

London

Come and join us at SAW: The Experience - Now YOU can be part of it when you join Gamepath Entertainment as a Welcome Host!

DUTIES INVOLVE

Front of House Operation

- Live and breathe the SAW brand and represent Industry Partners (Lionsgate) exceptional personal image and standards
- Accurately maintain opening/closing checklists to the front of house areas and safety standards are adhered to.
- Monitor arrivals times and loading of groups for games, keeping the wait times/loading times to a minimum through pre planning and communication to customers.
- Provide attention and assistance to customers, escalating any issues or complaints to the management.
- Achieve set targeted mystery shopper and KPIs for the front of house areas.
- Assist with resetting games when required.
- Assist with retail purchasing and stock control.
- Assist with photo opportunity points.
- Any other reasonable requests from management.

People

- Provide outstanding customer service by delivering SAW: The Experience service standards to all our visitors.
- Work in harmony with fellow team members and other departments and be an all round team player.

Safety and security

- Ensure the front of house areas are run within safe operations guidelines including Covid status checking for the visitors and potential hazards are reported to the management.



- Ensure hygiene standards and conditions of entry are adhered to within the front of house areas alongside security assistance during peak hours.

Finance and systems

- Manage bookings using the ticketing systems in place to reduce potential refunds, rescheduling, ticketing terms and conditions to maximise sales and minimise disruptions to the overall operations.

General

- Responsibility for complying with company policy concerning health, safety and security of themselves and others and must ensure that they do not endanger others by their acts or omissions.

Job Type: Zero Hour Contract, Weekend Shifts

Salary: £11.00 per hour