

Game Host job description:

Working requirements:

- You will begin on a zero-hours contract with potential to move to a fixed hourly contract with experience
- Have good flexibility with the days and times you can work, including weekends, evenings and school holidays. If you are unsure that your availability is what we are looking for, or you are unsure if the hours would work for you but you feel like you would be perfect for this role, please still apply and we can discuss your availability and hours of work if you are invited to interview
- To begin with, the main days of work will be Sunday and Monday, with lots of potential for extra hours, particularly on Saturdays, with the benefit of extra days as you progress
- Be aware that there may be days with no booked games during quiet periods, you will only be offered work for days which there are bookings for
- Be available at short notice (approximately 4 hours) on agreed days to work
- There may be occasions where you will be working alone
- Rate of pay will be £9.75 per hour with opportunities for this to increase with experience and good performance

Responsibilities:

- Open the premises when working alone
- Prepare premises and game rooms before customers arrive
- Greet customers on arrival
- Provide teams with a game-briefing before their game and answer any questions
- Monitor the game via CCTV when the team is in the game room, watching and listening carefully to ensure you know which point of the game they are at, providing a clue when asked via walkie talkies
- Problem-solve any issues that may arise and fix any issues with the game or props
- Debrief the team after their game, ensuring that they all had a great time
- Take a team photo after the game
- Quickly and accurately reset the game room and prepare for the next team
- Shut-down the game rooms and premises and close and secure the premises when working alone
- Complete the cleaning regime and other cleaning duties
- Be an outstanding ambassador with high standards of exceptional customer service
- Work very well alongside other game hosts to run large group bookings together on occasion

Character requirements:

- You must love and be passionate about escape rooms!
- Be comfortable interacting with customers
- Be friendly, cheerful, polite, bubbly and enthusiastic!
- Be committed to making sure every customer has an amazing, memorable experience!
- Be extremely responsible, organised, reliable and punctual!
- Be comfortable with working alone and opening, closing and securing the premises by yourself
- Have excellent communication skills
- Hold yourself to a high standard of accountability with a strong, professional work ethic
- You can be calm under pressure - an escape room is a high-paced environment!
- Be able to easily engage with customers and be comfortable delivering a game briefing to large groups, whilst following the procedure
- Be able to accurately follow the procedures we have in place according to the staff handbook
- Be an excellent team player!
- Be good at solving problems - sometimes you may need to identify and fix issues
- Have basic computer skills
- Have good written and spoken English