

GUEST SERVICES TEAM MEMBER

Reports to: Manager on Duty

Summary

Guest Services Team Members are our guests' **first** face-to-face contact and has one of the most important jobs in Widgets Family Fun. These team members must provide exceptional service to our guests at all times, both in person and on the telephone.

Essential Duties:

- Answers questions about the facility, pricing, food and beverage, hours of operation, location, etc.
- Complete the event call back form for those interested in birthday parties or group events or direct questions to the Manager on Duty, Group Sales and Marketing, or senior management.
- Helps guest determine the correct attraction combination or packages to fit their needs.
- Assists Party Hosts in preparing party tables.
- Assists guest with attractions purchases.
- Has thorough knowledge and correctly uses the POS system.
- Accurately counts change back to guests.
- Totals receipts accurately, verifies sales and delivers receipts/cash to proper location at end of shift.
- Maintains cleanliness at guest services counter and the front entry way.

Qualifications

- Exceptional guest service skills and a desire to implement Widgets Family Fun's core values to exceed guests' expectations every time.
- Displays integrity and honest behavior.
- Displays a professional appearance with excellent personal hygiene and hand washing.
- Effective communication skills; bilingual a plus.
- Basic computer and math skills with the ability to expand current knowledge.
- Ability to work evenings, weekends, holidays as scheduled.
- Ability to stand long periods of time while on shift.
- Must be able to multi-task in a fast-paced environment.
- Must be outgoing, friendly and guest-focused.
- Ability to lift 15 pounds of merchandise when stocking inventory.
- Desires and shows the ability to work effectively with fellow employees and provide a safe environment for all guests.

Education and/or Experience

Obtained or in the process of obtaining a high school diploma or equivalent (GED) or higher.

Computer Skills

A basic knowledge of computers and the ability to learn new programs and software are required.

Language Skills

Ability to read, write and speak English. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of guests or employees of the organization.

Reasoning Ability

Ability to solve practical problems and deal with a variety of situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, verbal, diagram, or schedule form.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand and walk; use hands and arms to handle, reach, balance, stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 15 pounds. The noise level in the work environment is usually loud.