# JOB DESCRIPTION –
# EVENING EVENTS TEAM MEMBER

If this role sounds like the perfect opportunity for you please submit your CV and Covering Letter to our Operations Duty Manager Emily at edenmark@oxfordcastleandprison.co.uk

## PURPOSE OF THE JOB

As an Evening Events Team Member, you will deliver an exceptional experience ensuring all of our guests take away lasting memories. You will work a variety of evening shifts covering our murder mystery events, jailbreaks and Halloween tours throughout the year. Ensure that all guests and potential guests to the attraction receive the highest level of guest service at all times.

## KEY ACCOUNTABILITIES

- Observe and report immediately any incidents, which may affect the health and safety of other team or guests of the attraction.
- Learn, follow and deliver the scripts.
- Deliver our murder mystery events, jailbreaks and Halloween tours throughout the year.
- Contribute to the commercial success of the attraction by promoting the attraction to prospective guests.
- Take pride and responsibility in the appearance of the attraction.
- Exhibit stage presence throughout the interactive experience, commanding your audience confidently and effectively.
- Ensure the guest experience is delivered to the very highest standards and adhere to timings, whilst endeavouring to make each tour feel memorable.
- Observe and report immediately any incidents, which may affect the presentation, other team or guests of the attraction.
- Actively promote sales
- Ensure that all guests leave having had a positive and memorable experience and encourage them to leave feedback on social media.
- Attend all training sessions and team meetings as required.
- Work towards OKR's and personal development blueprint.
- Ensure that all policies and procedures are adhered to

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- Identify any suggestions for improvement to enhance the guest experience within the attraction.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

## ATTRACTION/OFFICE SPECIFIC REQUIREMENTS

Required to be available to work evenings

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