

JOB DESCRIPTION – ACTIVITIES TEAM MEMBER

PURPOSE OF THE JOB

Working as part of a team to deliver a memorable, safe and enjoyable experience for all guests. Ensure that all guests and potential guests to the attraction receive the highest level of guest service at all times whilst ensuring guest activities are safe.

Regardless of the task in hand, together at Continuum we will have fun and make money – in that order!

KEY ACCOUNTABILITIES

- Observe and report immediately any incidents, which may affect the health and safety of other team or guests of the attraction.
- Assist with daily checklists and Health and safety inspections
- 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.
- Be competent and able to support across all commercial areas of the attraction
- Ensure the guest experience is delivered to the very highest standards, whilst endeavouring to make each visit feel memorable.
- Proficient use of the till and booking system.
- Be responsible for the safety of our guests on site, checking their safety equipment, monitoring game play, operating the activities and assisting guests throughout their time in the attraction.
- Assisting with technical issues appropriately and effectively, in a friendly and professional manner, ensuring the site remains operational.
- Assist with on site repairs, or where necessary work with the wider team or third parties to ensure repairs are carried out in a timely manner.
- 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
- 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