

GAMEPATH

ENTERTAINMENT

Job Description

Job Title	Floor Supervisor
Line Manager	Venue Manager
Key Relationships	Customer Service, Ticketing, Retail, FOH, Venue
Location	County Hall, London South Bank
Working Hours	Full-time and part-time; primarily day shifts with varying hours
Salary	£14.42 per hour
Application Requirements	CV and Cover Letter
Applications sent to	jobs@pathents.com

About Gamepath Entertainment

Gamepath Entertainment is dedicated to creating world-class immersive experiences. Gamepath Entertainment are creators of *MONOPOLY LIFESIZED*, *SAW: ESCAPE EXPERIENCE*, and *THE PADDINGTON BEAR EXPERIENCE*. With three flagship venues across central London, we are looking for talented and committed Floor Supervisors to provide exceptional experiences to all of our guests.

Main Responsibilities

Customer Service

- Instruct and support the team to ensure a high standard of Customer Service and Experience.
- Deliver and maintain a high standard of Customer Service to ensure a high quality experience for customers, upholding and representing the brand, IP and Gamepath Entertainment.
- Actively meet and greet all visitors & proactively approach customers and assist with any queries they may have.
- Minimise customer complaints by dealing with issues calmly, fairly and efficiently. Support your team for issues that require escalation.
- Ensure you have extensive knowledge of our products, inform customers of offers, promotions and upsell opportunities to maximise their retail experience.
- Report and handle accordingly in regards to any antisocial or problematic behaviour to the on-site security team and Venue Manager, to ensure a safe and enjoyable experience for all customers.

Operations

- Ensure cleanliness and tidiness across the Front of House and Retail areas
- Manage bookings using the ticketing system, rescheduling ticket holders where possible to do so, to minimise disruptions to the overall operation.
- Handle all equipment accordingly and liaise with relevant providers if any issues arise, to minimise impact

to customers and sales.

- Take responsibility for smooth daily operations of the department and team.
- Monitor and manage the arrival times and loading of groups into the experience,
- Monitor the flow of guests, ensuring the Front of House areas are run within safe operation guidelines.
- Engage with customers while setting up and take photos using our touch screen.
- Responsible for smooth daily operations of the department and team.
- Monitor sales and work as a team to achieve set targets for Ticketing, Photography and Retail sales.

General

- Ensure your team adhere to the uniform policy and personal hygiene is kept to a high standard.
- Ensure Health & Safety remains the number one priority.
- Report any first aid, hazards or 'Near Misses' to your line Manager, and actively promote this approach amongst the team.
- To do any reasonable duty as detailed by the management team of the attraction, and support the operation as and when required.

To apply, please email a copy of your CV and Cover Letter to jobs@pathents.com.

For more information please visit www.pathents.com and paddingtonbearexperience.com.