



ENTERTAINMENT

Job Description

Job Title	Welcome Host (Front of House)
Line Manager	Venue Manager, (or similar role of seniority)
Key Relationships	Customer Experience, Ticketing, Food & Beverage, Retail
Location	Multiple Locations across Central London
Working Hours	Varied
Application Requirements	CV and Covering 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 Welcome Hosts to provide exceptional experiences to all of our guests.

Main Responsibilities

Customer Service

- Deliver and maintain a high standard of Customer Service across the department 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.
- Be aware of our products, inform customers of offers, promotions and upsell opportunities to maximise their retail experience.
- Report 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 to minimise disruptions to the overall operation.
- Monitor arrival times and loading of groups into games, keeping loading times to a minimum through pre planning and communication with customers.

- Monitor the flow of visitors whilst 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 targeted KPI's for Ticketing, Photography and Retail sales.

General

- Ensure you and 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.