



ENTERTAINMENT

Job Description

Job Title	Front of House Supervisor
Line Manager	Venue Manager and Food & Beverage Manager
Key Relationships	Customer Service, Food & Beverage, Retail
Location	County Hall, London South Bank
Working Hours	Full-time and part-time; primarily day shifts with varying hours
Salary	£14.50 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 Welcome Hosts 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 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.
- 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 regard 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, F&B and Retail areas.
- Handle all equipment accordingly and ensure high levels of cleanliness and service from the Cafe.
- Take responsibility for smooth daily operations of the department and team.
- Monitor the flow of visitors and groups into the main recreation space, ensuring smooth use of all amenities (retail, photography, F&B) and areas while complying with safe operation guidelines.
- Engage with customers while setting up and take photos using our touch screen.
- Monitor sales and work as a team to achieve set targets for the Cafe, 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.
- Instruct and delegate the team to have extensive knowledge of the 14 EU allergens.
- Report and log any first aid or hazards to your line Manager, and actively promote this approach amongst the team.

We can't wait to have you join us in our objective of seeing both guests and staff with genuine smiles on their faces!

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.