



### **Front of House Assistant - Rush Trampoline Parks**

**Typically Weekend and Evening work between 8 - 24 hours per week**

**Up to £8.91 depending on age and performance**

#### **The Role**

These roles involve helping customers with bookings and queries. You will be required to take personal responsibility for delivering **outstanding customer service**. In addition, you will be responsible for ensuring that all cash handling procedures are adhered to in line with company expectations. It may also involve acting as a party host during busy periods.

#### **You will be responsible for the following tasks;**

- To maintain the ethos "THE CUSTOMER IS ALWAYS RIGHT" even when they are not
- To ensure customers are welcomed on site and they have the rules/regulations explained to them during the entry process
- To deal with enquiries from members of the public in person and occasionally over the telephone or email.
- To help customers with their bookings
- To ensure that all customers who are jumping have completed an electronic waiver and their wristband is put on their wrists
- To occasionally undertake general administrative duties given to you by a duty manager
- To complete sales transactions correctly and be responsible for any monies within your till
- To undertake other duties that may be required from time to time as required by a duty manager
- To do an announcement every 30 minutes ensuring the correct customers are on/off the trampolines at the right time

If this sounds like a challenge you'd relish, and sounds like the perfect role for you, please apply as interviews are available immediately.

You will be contacted for an interview may your application be successful.