



Receptionist

About Fun Shack:

Fun Shack is one of the North East's premier indoor play centre providers, offering families an exciting and unforgettable play experience with some of the largest indoor adventure parks in Europe.

Here at Fun Shack we aim to give our customers the best possible experience, through unparalleled facilities and amazing customer service. We are currently opening sites across the North East of England and plan to provide the ultimate indoor play experience.

Job Description:

The reception is the hub of our business and we need friendly and confident individuals capable of running the day-to-day business and dealing with the general public. Reception is the first point of contact for our customers, so it is vital we deliver a friendly efficient customer service and create a warm welcoming atmosphere to all our customers.

Tasks:

Your responsibilities will include:

- Greeting and welcoming all customers
- Making sure our customers are happy with our services and answering any queries customers may have
- Using our tills and PDQ machines to take admission payments
- Controlling our shoe bag system
- Monitor customers entry and exit into the centre via our electronic gate system (ensuring no children are left on the premises unattended)
- Making Announcements on our tannoy system
- Making bookings (and taking payment) for Birthday Parties
- Answering / transferring calls to appropriate people around the business
- Ensuring the reception area is kept clean and tidy

Skills Needed:

- Good Communication and interpersonal skills at all levels
- Able to provide exceptional customer service
- Cash handling and basic I.T / till knowledge
- Professionalism and resilience
- Cleaning and administration knowledge
- Time Management
- Problem solving

Experience:

Work experience in reception or administration where customer service skills have been gained would be advantageous. Any experience in dealing with customers face to face would also be useful.