



Birthday Party Host

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:

Birthday Parties are a very special part of our business and you have a very responsible role dealing with the parents and their guests and making this day extra special for them. It's your job to ensure each party group feels like a true VIP! The Party staff are focused on the parties, ensuring each party runs smoothly and on time, however all our staff learn to multi task and in any down time will help cover in other areas of the business. Party hosts are required to be able to work school holidays and most weekends

Tasks:

Your responsibilities will include:

- Greeting party groups when they arrive. This includes taking food orders for the group, collecting guest's shoes before they play and taking the group to their designated seating area.
- Looking after your party group for the duration of their stay at Fun Shack. It is important you ensure your guests have the best possible experience. So be sure to smile and interact!
- Setting up party rooms as well as ensuring the party rooms are clean and tidy after each party finishes.
- Deal with any customer requests promptly and courteously
- Ensuring party bills are paid at the end of the party.
- At times you may be required to assist in other duties as required i.e. potwash, clearing tables in the upstairs viewing area etc.

Skills Needed:

- Good communication skill and interpersonal skills
- Able to provide exceptional customer service
- Problem solving and time management
- Supervision of party children
- Professionalism and resilience

Experience:

Previous work experience involving interaction with children would be beneficial. Any experience involving customer interaction and customer service would also be advantageous.

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