

# The Mad House

## PLAY & PARTY TEAM MEMBER

**Role Purpose:** To perform a range of general duties and support the management team in the daily running of the Play and Party Centre. This involves ensuring excellence in all aspects of:

- a) Customer service,
- b) Communication
- c) Cash and money handling,
- d) Health, safety and quality control.

**Reports to:** The Management Team

**Location:** The Mad House, Lime Square, Reading

### Key Accountabilities

- 1) Acting as party hosts: being assigned to look after specific parties during the day, meeting and greeting party guests, ensuring their needs are catered for throughout the day. Organising the party meals, making sure the rooms are clean and prepared. Tidying up and clearing away following the party and preparing for the next. Delivering party games and entertainment.
- 2) Catering support: supporting the catering team in preparing and delivering meals, clearing tables and general kitchen help and hygiene tasks.
- 3) Working front of bar: serving drinks, taking meal orders, clearing tables and maintaining general tidiness and cleanliness of the bar area.
- 4) General play space supervision: monitoring the health and safety of all visitors throughout the facility and ensuring rules of play are adhered to at all times.
- 5) Working reception desk: Admitting and receiving payment from visitors to the centre, registering and communicating party arrivals, controlling exiting guests. Answering general queries, telephone calls and party bookings.
- 6) Other general duties such as cleaning and stock replacement.

### Key Skills, Competencies and Experience Required:

- Childcare qualifications or previous knowledge of the indoor play sector a great advantage but not as essential as flexibility, commitment, personality and enthusiasm.
- Ideally experienced in the use of electronic tills.
- Ideally first aid trained or possess a willingness to undertake this training if required.
- Possess excellent organisational skills.
- Able to work under pressure, maintain high standards of output, meet tight deadlines, prioritise.
- Confident & effective communicator whether it is in writing, on the telephone or in person.
- Demonstrate a positive approach to customer care, ensuring each customer visit is an enjoyable experience.
- Willing to help and muck in with any task assigned.
- Understanding of food hygiene.
- All round effective/ flexible team member who can lead from the front and by example.