



Job Description

Designated Games Host to provide players/customers full support with all information and knowledge about each game theme. As a GYER Games Host, you help create the energy and excitement around GYER's brand new Escape Rooms , giving the biggest welcome, providing the right instructions, and getting players fully understanding game-play. You understand that GYER is dedicated to delivering a customer experience that's unlike any other to make sure each customer has a great time. Every day is an opportunity for you to turn a new visitor into a loyal Great Yarmouth Escape Room customer.

We are looking for part time casual workers to join our growing pool of game operators and staff. Please include a cover letter in your application explaining why you believe you would suit the position. You will be working in a professional and fun environment, bringing joy and excitement to the many leisure customers that visit us from around the country every week. You must be a people person and enjoy meeting members of the public and facilitating their experience. High energy with lots of laughter and responsibility.

Job Title:

Casual Escape Room Host. Reporting to all supervisors and senior management.

Terms of Employment

Workers will be employed on a casual basis, similar to many temp agencies. The position will be on a zero hour contract. Includes workplace pension and holiday pay.

Hours will be irregular and flexible on the terms of both the successful applicant and the employer. Shifts are arranged weekly with start and finish times varying due to the bookings made on that particular shift . It would be perfect for people with multiple income streams or students. More hours will be available and required to be worked during school holidays. The majority of work will take place on evenings and weekends.

Duties will include:

- Stage managing 'Escape Games' at Great Yarmouth Escape Rooms
- Greeting players, answering any questions they have, and giving the pre / post game briefing in a fun and entertaining way.
- Monitoring gameplay via cctv & recording gameplays progress via our ER control system.
- Ensuring maximum enjoyment for game players during their time spent with us.
- Resetting games promptly following guides exactly.
- Give feedback to Management and shift hand over reports to other Games Hosts.
- Health and safety supervision
- Taking bookings and handling payments both in person and over the phone
- Light cleaning duties including hoovering, polishing, dusting, cleaning customer toilets, maintaining cleanliness of all areas, emptying bins etc.
- Maintenance of props and set pieces and upkeep of game equipment.
- Leafleting and attending exhibition stands.
- Giving input to marketing and promotion ideas.
- Any other reasonable duties requested by management
- Encouraging customers to leave feedback on sites such as Google, Tripadvisor & Social Media.

Essential Skills:

- An outgoing, fun and confident manner.
- Confident with public speaking and "briefing" players.
- Impeccable customer service skills
- The ability to solve problems quickly and efficiently.
- Ability to work well under pressure
- Working as part of a team
- Polite and well humoured.
- ICT Skills.
- An understanding of running live public events such as concerts / theatre / Family leisure.
- An understanding of 'Escape Games' as a concept.

An ability to leave personal business at the door to give every single customer an entertaining and fun experience.

Must be able to work weekends and evenings up to 11pm. You must be able and willing to work during academic and public holiday periods.

Further opportunities:

There are opportunities to be involved in the creation of new games and experiences if so desired. Promotion to supervisor as and when positions become available as well as Part Time/Full Time Contracts.

