



Food - Family - Fun

Guest Services

Salary: \$11.50 / per hour

Skills Required

- Team Player
- Friendly Demeanor
- Ability to Work in a Fast-Paced Environment

Our **Guest Service Hosts** are tasked with providing our guests with an exceptional experience by being the main point of contact during their visit. The primary responsibilities include providing front desk services to guests, processing guest payments and acting as an information source on various matters.

What makes a great Guest Services Host?

- 16 years of age
- Great interpersonal skills
- Positive attitude
- Able to quickly learn about the ins and outs of PartyHQ

What will you be doing on a daily basis?

- Deliver an unparalleled Guest experience through the best combination of food, drinks and games in an ideal environment for celebrating all out fun:
 - Greeting guests upon arrival and making them feel welcome
 - Administering check-ins and check-outs
 - Taking care of administrative duties
 - Processing guest payments
- Being a source of information to guests on various matters such as food, drinks, attractions, and games
- Provides timely and accurate service while managing wait times and communicating information as needed to Guests, Team Members, and Managers



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- Issuing out bowling shoes
- Assists the Guest with all requests and answers questions as needed and makes recommendations
- Bids farewell to Guests leaving and ensures everything was satisfactory and invites Guests to return
- Diffusing conflict or tense situations with guests.
- Notifies Manager of any Guest that is perceived to be unhappy.
- Assists Guests with Redemption:
 - Responsible for stocking, displaying, and securing merchandise in all storage areas
 - Conducts merchandise inventory during and after shift, if applicable
- Checks for restocking of necessary supplies and brings all areas up to standard and reports any problem areas with Manager
- Properly positions and set up displays to increase Guest traffic and promote sales
- Performing additional responsibilities including cleaning restrooms, taking out trash, mopping floors and other assorted cleaning duties

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