



Jump Host - Job Description

The Jump Host is a diverse role where you have a chance to learn and work in all of Gravity force's departments making you a real team player. The areas you will be involved in will be Parties, Front of House, Café and Courts.

DUTIES AND RESPONSIBILITIES:

General:

- Create a fun environment
- Being the font of all knowledge on the sessions and products we offer. Be able to talk about them in your sleep!
- Upsell additional goods or services dependent on business needs.
- Keep yourself approachable and presentable
- To be polite and friendly at all times, whilst getting to know our guests where possible. Making our guests feel special is what we are all about.

Courts:

- Enforce all safety rules
- Pay complete attention to the court at all times and be very interactive with the jumpers.
- Maintain safety of customers
- Have full knowledge of emergency procedures and assist in implementing them
- Assist with court inspections
- Perform general maintenance/custodial duties as requested

Front of House:

- Guide guests through the customer journey to ensure they will start their jumping as quickly as possible.
- To help customers at the waiver station, ensuring the correct information is completed before approaching Front of House.
- Ability to provide excellent customer service.
- Check guests in following the company's 'customer service expectations'. This includes checking waivers, creating/checking a booking, and interacting with guests of all ages.

Parties:

- Making sure that for every party you host, the guests are feeling truly VIP. Nothing is too much trouble when it comes to assisting their day.
- Prepare for party's arrival by creating care package (water, wristbands, socks etc)
- Check-in a party, issue Gravity Force jump socks and wristband all guests.
- Responsible for set-up and ++++clean-up of party.
- Serve food and beverages throughout the party using good food hygiene this will include serving the birthday cake (at parent's discretion) and a little bit of singing.

Café:

- Making and serving excellent quality hot and cold beverages/food every time.
- Keeping your work area/cafe clean and tidy. Clean as you go.
- Work in line with the Cafe policy and in particular food hygiene and safety.
- Stocking and rotating food/drink.



QUALIFICATIONS:

- Ability to speak in front of groups
- Ability to project voice and be heard in a loud environment
- Ability to enforce rules
- Ability to provide excellent customer service.
- Must be able to interact and communicate well with children, parents and staff members
- Positive, friendly, outgoing personality.
- Good time keeping especially when dealing with a party