

Job Description

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| Job Title | Games Master |
| Contract Type | 0 Hours |
| Job Location | Beyond Breakout |

Role Overview

The Games Master role entails welcoming and briefing our customers and interacting with them in a friendly, professional manner and then monitoring the game via CCTV cameras on a PC. Once games have finished the Games Master will take the team photo, make sure customers are happy and once they have left, reset the game with excellent attention to detail. Turn arounds can be quick so attention to detail and speed are essential.

Responsibilities

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| General Responsibilities | <ul style="list-style-type: none">• Setting up your escape room.• Welcoming players, and briefing them on the experience they are about to have, preparing them for the game.• During the game, you carefully monitor their progress and offer help where appropriate.• After the game, you debrief them, snap a photo for their socials, and ensure that they have had a fantastic time with us.• Reset the room, ensuring there are absolutely no mistakes.• Keep everything generally clean and tidy, carry out small tasks to this end as required.• Handle in person inquiries and bookings.• Take card or cash payments for last minute bookings.• Carry out small repairs as required.• Answering calls from customers and dealing with queries and taking bookings.• The role may include other general duties such as maintaining clean premises.• To take part in promotional activities. |
| Reporting to | Jo Woodall Lorna Morris |

Candidate profile

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| Specific Experience Required | <p>Excellent communication skills and confidence to talk to a group of customers. The ability to make customers feel welcome and have fun with them. Basic IT skills. Have initiative. Attention to detail. GCSE English and Maths C grade or above A flexible approach to working hours to include evenings and weekends as needed.</p> |
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| Additional Desirable Experience | Customer Service skills. |
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Competencies needed for role

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| Customer Focus | <ul style="list-style-type: none"> • Present a cheerful, positive manner with customers, make them feel welcome, and have fun with them. • Able to read the audience and interact with them to suit their personalities, helping them to feel comfortable and relaxed. • To be able to tell when teams need intervention in their game and when to hold back • Answer any questions and help customers leave on a high. |
| Communication | <ul style="list-style-type: none"> • Demonstrates very effective listening, questioning and interpersonal skills. • You need to be a confident individual who is comfortable speaking in front of groups of up to 30 people and holding their attention. |
| Attention to Detail | <ul style="list-style-type: none"> • Games must be watched and listened to with keen focus, to ensure that you can always help them quickly and appropriately. • Reset the room with care, checking to ensure accuracy and completeness. |