



JOB DESCRIPTION

JOB TITLE Party Host

REPORTING TO Duty Managers

KEY OBJECTIVES OF POSITION

- To be responsible for the smooth operational running of Children's Parties and Private Hire functions
- To provide Children's Party and Private Hire guests with first class levels of customer service at all times

MAIN DUTIES

- To meet and greet Children's Party/Private Hire guests upon arrival
- To administer the Party Register ensuring arrival and departure of all guests is recorded
- To regularly communicate with the client throughout the duration of the party to ensure that everything is to their satisfaction
- To ensure the Party Hut is immaculately clean and correctly set up prior to the commencement of the Catering element of the party
- To serve party food and beverages to guests (Children and adults) at the appropriate times
- To encourage a party atmosphere at all times including organising cutting of the cake and singing Happy Birthday etc
- To assist the Catering team with food preparation, cleaning & serving duties as necessary for the smooth running of the party
- To carry out cleaning duties, as necessary, in conjunction with the Duty Team
- To serve customers at Points of Sale to include efficient handling of monetary transactions
- To ensure the very highest operational standards are upheld with regards to cleanliness, facilities, staff, safety and service at all times
- To work in partnership with parents ensuring that any views, recommendations or complaints are brought to the attention of the Directors and dealt with promptly and efficiently to the mutual satisfaction of the customer and company
- To ensure all routine tasks (e.g. signing in/out of child visitors, dealing with enquiries, fire drills, accident monitoring etc) are undertaken as necessary
- To assist with sales & marketing activities such as the promotion & administration of parties, collection of customer feedback and positively contributing to public relations efforts
- To work according to the shift pattern, showing flexibility to accommodate changes to shift in response to staff holidays or special events as required
- To assist with the administration of first aid
- To safeguard the welfare of the general public and staff, and to contribute to the effective implementation of the 'Health and Safety at Work' and 'Duty of Care' policies
- To undertake all other duties as requested which are commensurate with this role



PERSON SPECIFICATION

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In order to be considered for this position, candidates will need to meet the following requirements:

ESSENTIAL

- Educated to at least GCSE (or equivalent) level
- Demonstrable customer service skills
- Positive, enthusiastic and determined attitude
- Willing to undergo any necessary health and police checks and satisfy requirements
- Excellent organisational skills with ability to manage multiple tasks and priorities
- Ability to work as part of a team
- Pleasant, professional, outgoing and articulate manner
- Confident and authoritative with ability to deal with children, parents and staff
- Flexible attitude to working requirements to meet the needs of Wild 'n' Wacky
- Genuine love of children and working with the general public

DESIRED

- Operational experience working in a front of house leisure or retail environment
- Good working knowledge of health and safety legislative requirements
- Computer literate
- First Aid qualification(s)
- Food Hygiene qualification(s)
- Experience of working with children