



## Job: Party Host

Job Title:	Party Host
Reports To:	Event Manager and Park Management
FLSA Status:	Non-Exempt
Date Prepared:	February 2014

### SUMMARY

The event host engages directly with kids, parents and guests to make sure that their booked event is a success. You are responsible for hosting the party from beginning to end, creating a fun atmosphere while making sure we meet all details of the party agreement. Loves kids and smile a MUST! The Event Host must also have working knowledge of LilyPad, the AirFX POS system.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Facilitate an extraordinary and memorable guest experience for every guest every time.
- Embrace “safety is everyone’s responsibility.”
- Embrace “no second chance for first impressions” in regards to overall guest experience.
- Enforce all safety rules, while creating a fun environment.
- Engage all event guests, kids, parents in conversation.
- Greet and check in event guests following all procedures related to registering guests for an event.
- Escort event guests from the party room/area to the court.
- Troubleshoot and resolve customer concerns as they arise.
- Maintain safety of the guests, and keep their activity under control so as not to endanger others.
- Full knowledge of emergency procedures and help in implementing them when necessary.
- Perform custodial duties as required, ensuring the party area and rooms are cleaned before, during and after each event.

### Qualifications and Requirements

- Leadership experience with a strong focus on customer service.
- Ability to speak up and be heard in a loud environment
- Excellent communication skills with ability to engage guests in a conversation.
- Ability to interact and work with kids of all ages, including parents.
- Ability to enforce rules.
- Ability to work nights and weekends.

- Able to address and handle problems as they occur and apply experiences to future situations.
- Able to multi-task in a fast-paced environment
- CPR certification and/or first aid training a plus but not required

### **Physical Demands**

- The physical demands described here are representative of those that required by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing this job, the employee is regularly required to stand; walk; use hands, talk, hear and taste or smell.
- The employee frequently is required to reach with hands and arms; occasionally required to sit, climb or balance, stoop, kneel, crouch or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job includes close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements inherent in the occupation.