



Job Description

Job Title: Adventure World Assistant

Responsible to: HAW Management Team and Supervisors

Job Scope:

Hatton Adventure World is a family attraction that provides its visitors with a safe, enjoyable and exciting experience, resulting in the highest level of customer satisfaction. Your role is to operate as part of the team in delivering the customer experience in a variety of areas across the Adventure World site.

KEY RESPONSIBILITIES

General Duties

- To accurately and efficiently process customer transactions at admissions when working in this area
- To supervise the use of rides / play activities/areas on the farm park, ensuring that health and safety protocols are followed and customer experience/service delivered
- To play a role in keeping the farm park presentable and free of litter at all times
- Assist in the efficient delivery of the birthday party experience, if applicable to your job role
- Assist in the agreed routines associated with the health and welfare of the animals, if applicable to your job role
- Actively promote Hatton Memberships, being aware of the key benefits for visitors
- Actively promote the events and services on site, ensuring you are aware of both current and future events taking place on the park
- If you are required to carry a radio, ensure it is charged and working at all times and returned in working order at the end of the shift
- Ensure you are aware of and comply with all company policies, as laid out in the Staff Handbook, including dress code, mobile phone policy and acceptable behaviour
- To undertake any other reasonable request as directed by your line manager

Customer Service

- To ensure you deliver a high level of customer service as defined by the company, interacting and engaging with customers at all times

- To attend any customer service staff training to maintain and improve the delivery standards of the customer experience, as required by the company

General Duties - Catering Areas

- To accurately take and efficiently process food and drink orders engaging with customers to deliver the Hatton catering customer experience
- To accurately process all till transactions with efficiency and engage with customers to deliver the Hatton catering customer experience
- To take responsibility for the presentation of stock in the catering units as directed by your line manager
- To ensure that all stock is rotated using FIFO (first in last out) procedures
- To accurately check in deliveries and record on the appropriate documentation
- To maintain records relating to wastage as directed by your line manager
- To assist with regular stock counts as directed by your line manager.
- To play a role in keeping catering area presentable and free of litter at all times

Staff Rota

Two weeks' notice is required for all requests on days off or holidays. The Rota is Prepared two weeks in advance, all team members are e-mailed the Rota and a hard copy is displayed on the staff notice board.

Please Note That You Might Be Asked To Assist With Other Duties (On Top Of These Duties), As Required

I have read and understood the above job description

Signed.....

Print Name.....

Date.....