



JOB DESCRIPTION FOR GAMES HOST MAJOR MINDGAMES, HORSHAM

Job title	Games Host, Major Mindgames, Horsham
Department/Section	Customer Service
What we're looking for	Friendly, outgoing people who love escape rooms, like meeting new people, and are passionate about helping others.
Main purposes of job	Ensure customers have an amazing escape room experience from the second they enter Major Mindgames until the second they leave.
Key tasks	<ol style="list-style-type: none">1. Greeting and briefing customers prior to their game, explaining the background to the game, giving useful information and health and safety instructions, answering questions, and reassuring nervous players.2. Always maintaining health and safety procedures, in collaboration with managers.3. Running escape room games using computerised Game Systems, monitoring players, and supporting them through their game.4. Debriefing teams and taking team pictures for players' use.

MAJOR MIND GAMES

HORSHAM

	<p>5. Resetting and cleaning escape rooms between bookings.</p> <p>6. Being on hand to answer customer queries over the phone or in reception.</p>
Key results	Happy, satisfied customers!
Compensation and benefits	<ul style="list-style-type: none"> • £10 per hour (paid monthly) • Paid lunch hours (if applicable) and paid breaks • Discounts across retailers within Swan Walk • Staff incentive scheme (exclusive 15% discount code per staff member to distribute; each time a team of four (or more) books an escape room using the exclusive discount code, the staff member receives a £5 Amazon voucher (total calculated and distributed at the end of each calendar month))
Reporting to...	Imogen Biggs, Deputy Manager, Major Mindgames
Location	Major Mindgames, Unit 48, Swan Walk, Horsham