



## **JOB DESCRIPTION FOR GAMES HOST MAJOR MINDGAMES, HORSHAM**

<b>JOB TITLE</b>	Games Host, Major Mindgames, Horsham
<b>DEPARTMENT/SECTION</b>	Customer Service
<b>WHAT WE'RE LOOKING FOR</b>	Friendly, outgoing people who <b>love</b> escape rooms, like meeting new people, and are passionate about helping others.
<b>MAIN PURPOSES OF JOB</b>	Ensure customers have an amazing escape room experience from the second they enter Major Mindgames until the second they leave.
<b>KEY TASKS</b>	<ol style="list-style-type: none"><li>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.</li><li>2. Always maintaining health and safety procedures, in collaboration with managers.</li><li>3. Running escape room games using computerised Game Systems, monitoring players, and supporting them through their game.</li><li>4. Debriefing teams and taking team pictures for players' use.</li></ol>

# 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>
<b>KEY RESULTS</b>	Happy, satisfied customers!
<b>COMPENSATION AND BENEFITS</b>	<ul style="list-style-type: none"> <li>• Competitive wages or salary</li> <li>• Paid lunch hours (if applicable) and paid breaks</li> <li>• Bonus scheme and performance incentives</li> <li>• Discounted escape rooms for your friends and family</li> <li>• Discounts across retailers within Swan Walk</li> </ul>
<b>REPORTING TO...</b>	Chloë Gray, Manager, Major Mindgames
<b>LOCATION</b>	Major Mindgames, Unit 48, Swan Walk, Horsham