**Jet Centre Complex**

 **Personal Specification – Team Member (Soft Play, Bowling and Cinema)**

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| Experience | * Customer Service role in a leisure/ hospitality or retail environment.
* Cash handling.
* Experience in computerised devices.
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| Aptitudes | * Ability to use own initiative.
* Ability to work well under pressure.
* Ability to provide a welcoming environment.
* Confident in customer service and communication with both face-to-face customers and telephone customers.
* Be able to communicate with your team and work together to get the task done.
* Be able to listen to instruction and carry out the task.
* Able to work a flexible schedule, including evenings, weekends and holidays.
* Must have a willingness to learn and attend any training sessions.
* Be willing to cover shifts at short notice.
* Confident in working with a wide range of people.
* Well-presented, friendly and approachable.
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