**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. |
| 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. |