

Main Purpose of Role

In this role you will be fulfilling a dual role as a Referee and/or Host and will be rostered during weekends, school holidays and public holidays as required. You will be required to give a warm and friendly welcome to all customers to BOUNCE Inc and ensure they have an exciting and safe experience. This role prioritizes exceptional customer service and Food & Beverage (F&B) delivery and requires proactively monitoring injury prevention, safety management and ensuring compliance to OHS regulations in the venue. The incumbent in this role will actively engage and interact with customers to deliver our products and programs and ensure every customer has an exceptional safe experience!

Key Performance Areas

Customer Experience & delivery

- Facilitate a Free-Jumping Revolution culture!
- Welcome and serve customers in an efficient and friendly manner and provide a high level of product and service knowledge
- Facilitate efficient customer flow throughout the greeting, food and gathering areas
- Prepare and deliver F&B offer displays according to BOUNCE standards and procedures
- Prepare and set up party rooms based on run sheets
- Deal with customer issues directly and resolve promptly whenever possible. Escalate to Customer Services Supervisor when required
- Comply with cash and credit cards security procedures
- Forward all customer feedback regarding promotions, customer experience and complaints to the Customer Services Manager to review
- Build excitement and positively engage with customers to provide guidance and support relating to activities and programs
- Run programs and group bookings
- Jump on trampolines, teaching customers tricks and adhere to safety regulations
- Work with the Customer Services team to deliver organised groups such as schools, corporate or large group bookings across the activity areas and party rooms
- Deliver an exciting and well-coordinated party experience in the role of Party Host from the moment of arrival to the end of the party
- Communicate customer feedback, issues or ideas for continuous improvement to Team Leader

Safety

- Maintain a safe environment for all customers, team members and contractors with a prevention focus by consistently following the "Safety and Injury Management System".
- Provide all groups with a safety briefing and that safety rules are enforced

- Monitor all activity areas (free-jumping, performance, Dodge Ball courts, etc.) to ensure safety instructions are followed and rotate hourly with groups
- Utilise radio communication across all areas to immediately communicate injuries
- Contribute to a safe environment for all customers, team members and contractors with a prevention focus
- Abide by safety updates and changes communicated by management
- Complete F&B operating checklists and ensure that food safety standards are maintained
- Communicate relevant safety information to customers, including party & groups

F&B Preparation & Delivery (Quality)

- Stock and present food and beverage offer in an appealing way and in line with the BOUNCE Inc standards and procedures
- Prepare and deliver F&B offer for parties for parties and groups
- Ensure safe food and beverage handling and quality is maintained at all times
- Maintain clean and well-presented kitchen and eating areas and amenities

Stock Management & Merchandise

- Operate within the guidelines and processes for merchandise and stock ordering, control, rotation and food storage based on occupancy and party bookings

Presentation & Cleanliness

- Maintain a well presented and clean premises (excluding trampolining areas)
- Complete operational, equipment and maintenance checklists
- Maintain clean and well-presented trampoline areas and amenities
- Complete equipment and maintenance work as directed

Minimum Requirements

- Matric Qualification
- Experience in Customer Service advantageous
- Fun, outgoing and vibey personality
- Be fit and able to be on your feet the entire shift
- This is strictly a ZERO TOLERANCE DRUG AND ALCOHOL environment. All employees are subjected to regular drug and alcohol tests to ensure compliance with this strict policy.