

South Downs Leisure

IDENTIFICATION OF JOB

JOB TITLE	Party Host
TEAM	Operations
WORKING BASE	Worthing Leisure Centre
RESPONSIBLE TO	Duty Officer / Duty Manager

OVERALL PURPOSE OF JOB

- To assist in the effective and efficient operation of the weekend party programme.
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MAIN RESPONSIBILITIES

Organisational duties

- Parties are usually one off special events and can be hard work for organisers who are understandably concerned that their event should be an enjoyable experience for all, as Party Host your responsibility is to ensure the smooth running of all areas of the event.

Job Specific duties

- To follow the action plan in accordance with the party programme.
- To assist with setting up and setting down of party rooms including cleaning as required.
- To warmly welcome, meet and greet party organisers and the party person.
- To direct party organisers to their facilities.
- To receive and pass on complaints to the Duty Manager.
- To assist in the organisation of groups prior to moving to their facilities.
- To assist catering staff in serving catered food and drinks on time.
- To provide excellent customer care at all times assisting organisers and their guests to a standard which exceeds their expectations.

Registered in England and Wales | Company limited by guarantee | Company number: 9204269 | Charity number: 1163564
Registered office: *Field Place, The Boulevard, Worthing, West Sussex, BN13 1NP*



South Downs
Leisure

www.southdownsleisure.co.uk

South Downs Leisure

Customer Service

- Ensure that a high level of customer service is maintained by being helpful, courteous and knowledgeable about products available across South Downs Leisure sites
- Provide a welcoming and efficient customer service

General

- Provide a high quality service throughout all areas of work (including seeking areas of continuous improvement and development)
- To undertake other duties appropriate to the post that may be requested from time to time by the Line Management and in line with the trust policies.
- Adhere to and keep up to date with all job related Health & Safety legislation and requirements.

Training

- SDL will provide all in-house mandatory training.

Other

- There is potential for candidates to work in other sections if suitably qualified such as **Amazon Adventure Soft Play** and **School Holiday Activities**.

