



POSITION TITLE: Team Member
DEPARTMENT: Laser + Mirror Maze
REPORTS TO: Butterfly Wonderland Guest Relations Supervisor

Provide world-class customer service at the Laser + Mirror Maze aiming to always have fun and please the guest for a great experience. The Laser + Mirror Maze team supervisor is to be friendly, customer-service oriented individual representing the Guest Relations/ Operations . This position will report directly to the BW Guest Relations Supervisor and be responsible to the general operations of the business and the achievement of all annual, monthly revenue goals.

Job Duties and Responsibilities

- Key holder in support of opening and closing
- Oversee the daily operations of the business
- Produce any/all reporting as requested on sales, staff performance
- Work closely with marketing department on creative materials, promotions
- Opening register as well as closing register
- Securing the cash bag and properly making sure funds are accurate as well as returning at the end of the day with daily deposit.
- Operating and maintaining both Mirror Maze and Laser Maze attractions
- Coordinate with Guest Relations Supervisor at Butterfly Wonderland to resolve guest and staff issues
- Re-stock merchandise and other all sellable products
- Daily respond to voicemails
- Turn on all audio and lighting related to daily operations
- Arming and disarming alarm system
- Overseeing all after hour events, birthday parties
- Maintain and order supplies as needed
- Work closely with accounting for all monthly inventory reporting and physical inventories
- Be fully aware of all Galaxy selling process' for all AZB venues
- Ability to handle an incident report and the emergency policies concerning an employee or guest
- Group scheduling
- Enforcing and adhering to all safety policies
- Work concessions in courtyard selling of product and materials as assigned
- Handle all Birthday Party scheduling and assisting in set up and hosting
- Other duties as assigned

Facilities

- Clean facilities on a daily basis such as bathrooms and windows, vacuuming, dusting and throwing trash
- Making sure the Laser Maze is cleaned daily as well as calibrated as needed
- Ensuring the Mirror Maze is swept and mopped routinely as well as wiping mirrors as needed
- Checking of patio area and cleaning routinely

- Maintaining a high standard of cleanliness
- Reporting to Facilities any damages or repairs needing attention
- Basic facilities functions and or repairs

PHYSICAL AND MEDICAL REQUIREMENTS:

- Ability to use hands to finger, handle, or feel; and reach with hands and arms.
- Ability to stand for long periods of time, as well as walk.
- Ability to balance, stoop, kneel, crouch, climb stairs, or crawl.
- No impairment of sight, smell, hearing, touch, balance and agility of movement which might interfere with ability to work.
- Specific vision requirement for this job include close vision, color vision, depth perception, and the ability to focus.
- Must be able to take directional cues directly or indirectly.
- Ability to work in an environment that may be loud at times.
- Ability to work in all weather conditions, including occasional extreme hot or cold, and wet and/or humid conditions.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Successful completion of a pre-employment drug testing and background investigation.
- Allergies to plants or animals which may interfere with ability to work must be controlled by medication or protective equipment.
- Must be able to push/pull up to 50 pounds.

MINIMUM QUALIFICATIONS:

- Ability to provide knowledge of important information about Laser + Mirror Maze including hours, directions, prices, special events policies and procedures.
- Must be able to work flexible hours including weekends and holidays to meet the needs of the business
- Have knowledge of company products along with the willingness to learn
- Excellent customer service skills
- Excellent verbal and written communication skills with the ability to communicate clearly and effectively in all situations
- Be a fast learner, cheerful, and possess a positive attitude
- Previous experience in a retail/service environment
- Knowledge of POS computer systems, a plus
- A commitment to service excellence and customer satisfaction
- A strong team player yet still able to work independently with minimal supervision
- Excellent communication skills, exceptional organizational ability, high attention to detail, and ability to multi-task

Must exemplify core fundamentals of the Employee Promise, which states:

- I am empowered to take ownership of any opportunity to exceed expectations.
- I anticipate guest needs and pay attention to the details.
- I treat all internal and external customers with respect.
- I am on stage! (Smile)

- I have an attitude of gratitude.
- I get it right the first time.
- I display actions that are moral and ethical.
- I always provide alternative solutions.
- I am committed to learning every aspect of our product and services.
- I use the 10/5 rule, 10 feet I acknowledge my guest's presence with a smile and at 5 feet. I greet them with a courteous word.
- I use name recognition at every opportunity
- I take personal responsibility for our surroundings.
- I am accountable for my tools and resources.
- I value the contribution of every team member.

Signature

This job description has been approved by all levels of management and Human Resources. Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____

Revised 9/2021