



JOB DESCRIPTION

Job Title	Team Member - Reception
Department	All departments
Reports to	Department Manager

Accountabilities:

1. To be fully conversant with and strictly adhere to all health and safety regulations, food safety regulations, Snozone's Brand Standards and the Snozone People Guide.
2. To ensure you are always aware of Snozone's products and promotions and that the weekly update is always read.
3. To attend all monthly meetings and training programmes where required.
4. To ensure that every opportunity to 'sell up and sell on' is utilised and that options for guests to 'upgrade' are always explained.
5. Engage guests in the value of the Snozone membership.
6. To fulfil your targets and objectives via the bi-annual appraisal process as agreed with your Line Manager.
7. To adhere to the Standard Operating Procedures and ways of working as outlined in your department's Brand Standards.
8. Where applicable, undertake supervisory duties if requested, authorised and supplemented to do so.
9. To work across all departments when requested.
10. To be fully competent at utilising all elements of the booking system, as required within your role.

Responsibilities:

- Provide all our guests and members with the best possible welcome and continuously deliver the Snozone Brand Standards.
- Engage with our guests and members, positively and affirmatively at all times, explaining the benefits of higher yielding products and activities before making future bookings.
- Ensure the reception area, including desk and flooring, are well clean and free of clutter.
- Ensure all deliveries are recorded and checked against receipt; transfer deliveries to relevant department as soon as possible.
- Maintain cleanliness of merchandising units, making sure they are well stocked with each item price marked correctly.
- Be responsible for cleanliness of rental clothing – wash and dry as soon as possible after use and return to the rails.
Undertake and assist with stock taking and audit for clothing and merchandise as directed by Head of Reception.

The Person:

- A highly motivated individual who demonstrates outstanding communication skills.
- A commercial operator who is professional and can provide an exceptional guest experience.
- Possesses a very committed and diligent working style.
- Has strong implementation skills



Qualifications:

Good GCSE grades

Able to demonstrate Snozone Values

- We lead by example in everything we do and have a passion for winning.
- We value and support our people.
- We're open, honest and have exceptional standards.
- We believe in teamwork, together we're stronger.
- We're obsessed with providing an outstanding guest service.
- We're always looking to improve our business, its revenue and its efficiency.