



Job Description

Job Title: **Guest Relations Assistant**

Job definition

You are the “Smiley face” of Southport Pleasureland, welcoming our guests, checking them into the park and assisting them while they’re with us, ensuring excellent customer interaction so that our guests have a great experience whilst with us.

Main duties:

- ✓ To scan guest tickets and welcome them to the park
- ✓ To sell tickets to our guest using our booking systems
- ✓ To assist guests with any questions they may have
- ✓ Be comfortable with payment processing technologies as the park only accepts card / online payments – training will be provided
- ✓ To adhere to the companies Health & Safety policies and procedures
- ✓ To complete any of the company’s paperwork as and when required
- ✓ To ensure the kiosks area is clean and tidy
- ✓ To report any health & safety or other issues as quickly as possible to your relevant Supervisor / Manager
- ✓ To interact with our guests in a polite and professional manner
- ✓ To keep all company property in good repair and report any misuse
- ✓ To ensure a high standard of personal appearance is maintained

This list is by no means definitive and Southport Pleasureland reserves the right to amend this job description at any time.