



**ALLEVITY  
ENTERTAINMENT**  
*PLAY. EAT. REPEAT!*



# Job Descriptions 2023

# Sales Representative

**Department:** Sales Department

**Reports to:** General Manager

## Summary

This position requires an energetic and outgoing person who has the desire to sell FUN! The candidate should be able to both find new clients and maintain relationship with our past clients to re-book events. Must call on prospective clients to book group events, including but not limited to: corporate parties, team building events, and youth, church, and school groups. Takes incoming sales calls for a variety of different groups. Potential to supervise and oversee other sales associates. Responsibilities include, but are not limited to:

## Sales & Marketing

- Plans and conducts market research to identify opportunities for increased sales.
- Maintains guest database and approves the use of internal and external mailing lists.
- Plans, promotes, and executes sales meetings and community and goodwill events.
- Displays programs, using flyers and brochures.
- Quotes prices and prepares sales contracts.
- Schedules events and parties based on knowledge of availability, **avoiding peak times as much as possible.**
- Becomes a product expert on lock-ins, fundraising events, corporate teambuilding, birthday parties, adult parties, field trips, charity events, and other events that will attract groups
- Take or make sales calls resulting in at least 25 meaningful conversations each week.

## Prospecting

- 20-25% of time should be spent prospecting to New Business.
- Identify potential group clients- schools, youth-based organizations (Boys & Girls Club, day care centers, park & recreation agencies, YMCA, etc.), church groups, charitable organizations, business/corporate contacts, chamber of Commerce
- Attends Chamber of Commerce and other community events to promote the center as a group entertainment venue
- Compiles lists of prospective guests for use as sales leads, based on information from newspapers, business directories, industry ads, trade shows, internet websites, and other sources.
- Makes daily sales calls and delivers sales presentations, either by telephone or in person, traveling throughout the area to call on regular and prospective guests to solicit programs when necessary.

### **On Site Sales & Events/Guest Service**

- Hosts group events as needed
- Ensures that guests' expectations are exceeded!
- Asks for referrals
- Provides exceptional service to our guests at all times, both in person and on the telephone.
- Answers questions about the facility, pricing, group events, parties, food and beverage, hours of operation, location, etc.
- Schedules and organizes holiday showcases or other events to show business leaders or human resource leaders what an event at Allevity could look like.
- Assists birthday party coordinator and past birthday party outreach staff in taking incoming birthday party calls and booking birthday parties.,
  - Understands birthday party packages and party flow- able to clearly explain to guests when they inquire about birthdays at Allevity.
  - Able to book birthday parties in the party booking software and understands when to communicate newly booked parties with the birthday party coordinator

### **Administrative**

- Completes sales reports as needed
- Attends staff meetings and reports on upcoming events

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to identify leads.
- Ability to cold call on prospective group events.
- 1-2 years' outside sales experience, preferably with an entertainment venue.
- Reliable transportation and a good driving record.
- Exceptional guest service skills and a desire to implement Allevity's core values to exceed guests' expectations every time.
- Computer, cash register/pos, and basic mathematical skills.
- Ability to sell events and party packages and up-sell to maximize revenue.
- Effective communication and presentation skills; bi-lingual a plus.
- Ability to work nights, weekends, and holidays as scheduled.
- Demonstrate proficiency in party booking software and CRM
- Ability to learn new technology solutions
- Attention to detail and ability to take initiative and work independently

### **Education and/or Experience**

Bachelor's degree from a four-year college or university; or 1-2 years related experience and/or training; or equivalent combination of education and experience.

- Part time- Pay is \$19-\$25 per hour, approximately 20 hours per week.
- Potential for full time hours and commission on earned sales

# Party Host

A Party Host primarily deals with parties and occasionally helps out on the floor or at the front counter. Party Hosts must be great with kids! Party Hosts are needed more on weekends than any other days.

A Party Host has the most important job at Allevity Entertainment! As a Party Host, it is your responsibility to **INTERACT** with the guests and ensure that you are creating a memorable experience for the guests and parents. Party Hosts sing, dance, and play games with the guests and ensure that everyone has a great time at Allevity!

Duties of the Party Host include, but are not limited to:

- Greeting all party guests and taking them to their party room
- Knowing what each party package includes and able to explain to both party guests and parents
- Setting up and cleaning the party rooms
- Making sure the party rooms are prepared for the parties with the paper products, drinks, pizzas, balloons and any other requests the parents may have
- Keeping in contact with the host parents and assist in any way possible to make their stay an enjoyable one
- Entertaining the party goers during their time in the party room (singing, dancing, playing games)
- Ability to keep party flow schedule and communicate this with party parent(s)
- Explaining and distributing play cards and wristbands to party guests
- Familiar with final bill and able to explain to party parent and facilitate payment
- Up-selling additional food, party bags, or other party specialty items
- Making sure party rooms are cleaned for each party
- Assisting in daily cleaning of all areas

Characteristics of a GREAT PARTY HOST

- Loyalty
- Honesty
- Curiosity
- Humility
- Sense of Humor
- Patience
- Creativity
- Friendliness
- Fun
- Loves to smile
- Loves children!

# Party Runner

A Party Runner assists the Party Host with parties. Party Runners must be great with kids! Party Runners are needed more on weekends than any other days.

As a Party Runner, it is your responsibility to assist the Party Host to ensure that you are creating a memorable experience for the guests and parents. Successful Party Runners will be considered for the job of Party Host as positions become available.

Duties of the Party Runner include, but are not limited to:

- Assisting the Party Host
- Delivering food and drinks to the party room
- Greeting all party guests and helping show them to their party room
- Setting up and cleaning the party rooms
- Making sure the party rooms are prepared for the parties with the paper products, drinks, pizzas, balloons and any other requests the parents may have
- Keeping in contact with the host parents and assist in any way possible to make their stay an enjoyable one
- Making sure party rooms are cleaned for each party (play area supervisors can assist)
- Assisting in daily cleaning of all areas

Characteristics of a GREAT PARTY RUNNER

- Loyalty
- Honesty
- Curiosity
- Humility
- Sense of Humor
- Patience
- Creativity
- Friendliness
- Fun
- Loves to smile
- Loves children!
- Aspires to be a great PartyHost!

# Attractions Attendant

**Department:** Operations

**Reports to:** General Manager, Team Lead

## Summary

Provides exceptional guest service for our guests, ensuring that their experience exceeds their expectations. Responsibilities for each attraction position include, but are not limited to:

- Ensures that guests' expectations are exceeded!
- Anticipates and solves any issues, preferably before they arise.
- Invites guests to return.
- Ensures the safety of all guests, at all times
- Knowledgeable of each attraction's safety rules and procedures
- Basic knowledge of game card packages sold and what they include

## Game Room

- Explains game procedures to guests.
- Ensures that all games are clean and in good working order.
- Assists guests with game cards.
- Clears malfunctions or jams from machines.
- Empties trash throughout shift, as often as the need arises
- Checks bathrooms frequently to ensure ongoing cleanliness
- Assists guests at mini-bowling in the event of any ball jams or malfunctions

## Laser Tag Marshal

- Shows briefing video to guests.
- Explains safety procedures and rules to guests.
- Puts vests on guests.
- Ensures players are following rules throughout each game.
- Explains how to score points during games.

## **Axpert**

- Provide safety instruction to all guests and ensure equipment is in working condition prior to throwing sessions
- Welcome guests with an enthusiastic, authentic greeting, including check-in, waiver sign-in etc.
- Provide captivating axe throwing instruction at the beginning of each session
- Coach by offering guidance throughout axe throwing sessions
- Effectively manage interactive tournaments/games
- Entertain, energize and engage your groups

## **Ballocity™**

- Explains safety rules to guests.
- Ensures proper weight/height/size requirements are met.
- Routinely sanitizes and cleans structures
- Watches for guests' safety at all times.
- Ensures guests playing have wristbands

## **SpinZone Bumper Cars Attendant**

- Explains safety rules to guests.
- Assists guests with getting in/out of cars.
- Ensures that age/height/weight requirements are met.
- Watches for guests' safety at all times.

## **Augmented Climbing Wall**

- Assists guests with explaining games on the wall, when needed
- Ensures each guest is following safety rules

## **Other Activities**

- Refer to vendor-specific training manuals to completely understand operational procedures in order to provide the best possible guest experience.

## **Qualifications**

Attractions Attendants must meet the following qualifications:

- Exceptional guest service skills and a desire to implement the Alleivity's core values
- An attitude of fun!
- Ability to provide a safe environment for children.
- Desire and ability to work effectively with both children and parents.
- Effective communication skills; bi-lingual a plus.
- Ability to work nights, weekends, and holidays as scheduled.

# Front Counter & Redemption Team Member

**Department:** Operations

**Reports to:** General Manager, Team Lead

## Summary

Provides exceptional guest service for our guests, ensuring that their experience exceeds their expectations. Ensures that guests' financial transactions are handled promptly and accurately. Responsibilities include, but are not limited to:

## Guest Service

- Greets guests as they arrive and assists with purchases.
- Rings purchases accurately, collects money, and gives correct change.
- Provides exceptional service to our guests at all times.
- Help make Redemption shopping fun for guests and families
- Help guests register game cards as needed.
- Calculates amount of winnings and redeems redemption card for prizes.
- Reconciles daily summaries of transactions.
- Responsible for security of redemption area prizes.
- Monitors games surrounding redemption area for violators.
- Invites guests to return.

## Inventory Management

- Display merchandise in a clean and visually appealing manner
- Restock items throughout shift and at the end of the day

## Qualifications

Front Counter/Redemption Associates must meet the following qualifications:

- Exceptional guest service skills and a desire to implement the company's core values to exceed guests' expectations every time.
- Ability to provide a safe environment for guests.
- Desire and ability to work effectively with both children and parents.
- Effective communication skills; bi-lingual a plus.
- Prior experience in a guest service and/or sales environment.
- Prior experience with cash handling.
- Ability to work nights, weekends, and holidays as scheduled.



# Café Counter Team Member

**Department:** Operations  
**Reports to:** General Manager, Team Lead

## Summary

This position has primary responsibility for ensuring food safety, quality, consistency and excellent guest service, to obtain optimum efficiency, economy of operations and maximize profits by performing assigned duties. Responsible for greeting guests in a timely and professional manner; taking and delivering orders, collecting payment for all food and beverages; answering any questions or concerns; monitoring guest alcohol consumption; Ensures exceptional guest service through communication and follow-up with employees and guests.

## Essential Responsibilities

- Energizes people and is passionate about guest service.
- Communicates in a professional manner to ensure our guest service expectations are met to both our guests and fellow team members.
- Completes job responsibilities in a quick, efficient and effective manner.
- Empowers him/herself to handle guest complaints immediately, exceed guest expectations, and informs management to ensure follow up.
- Completes all other duties as assigned.

## Essential Duties

- Thoroughly knowledgeable on menu, food preparation, beer and wine options.
- Responsible for the cleanliness and organization of the dining room, kitchen service areas, and café counter area.
- Takes guests' orders and relays specifics to the proper location.
- Requests proper identification from guests purchasing alcoholic beverages. Consults with management on questionable identification.
- Monitors guest alcohol consumption and does not serve alcohol to intoxicated guests.
- Serves food according to standards and etiquette
- Transports dirty dishes from café area to kitchen.
- Assists in cleaning tables at the conclusion of guest meals

## Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be knowledgeable in POS system.
- Must be proficient in food and beverage knowledge and able to describe all menu items to guests.
- Must be able to take accurate orders and ring transactions accurately.
- Must be outgoing, friendly and guest-focused.
- Strong ethics and honest behavior.
- Strong organizational skills.
- Strong ability to multitask

## Grooming

All team members must maintain a neat, clean and well-groomed professional appearance. Long hair secured, clean and short fingernails, and personal cleanliness standards must be met.

## Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to handle, or feel; reach with hands and arms; climbs stairs; grasp, push/pull; and taste or smell. The employee is occasionally required to stoop, kneel, crouch, or crawl.

# Line Cook

**Department:** Restaurant  
**Reports to:** Restaurant Supervisor

## Summary

This position is responsible for the culinary activities of the assigned station with primary responsibility for production and preparation of all menu items, recipes, and food sanitation.. Responsible for preparing menu items to company specifications for consumption by guests. Ensures exceptional guest service through communication and follow-up with employees.

## Essential Duties & Responsibilities

- Exhibits a personal commitment to the company and its success.
- Maintains a positive work environment with all team members and fosters a team oriented approach to accomplish tasks.
- Completes job responsibilities in a quick, efficient and effective manner..
- Thoroughly knowledgeable on all menu items and food preparation specifications.
- Maintains a clean, safe and sanitary facility by adhering to food quality standards and sanitation regulations.
- Prepares the line for service by estimating the meal periods food requirements and procuring all product from storage.
- Works hot or cold line stations and cooks and prepares guest food orders to recipe.
- Ensures consistency and profitability by following recipe cards and adhering to menu specifications.
- Creatively and attractively portions and arranges food on serving dishes and trays.
- Observes and temps foods being cooked.
- Exercises care, performs required maintenance and ensures all operating instructions, safety standards and guidelines are followed in relation to Company equipment and/or facility assets.

## Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Strong organizational skills.
- Sanitization and food safety.
- Hand washing and personal hygiene.
- Strong ethics and honest behavior.

### **Education and/or Experience**

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

### **Grooming**

All team members must maintain a neat, clean and well-groomed professional appearance (specific standards available).

### **Language Skills**

Ability to read and speak English. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to present information in one-on-one and small groups situations to guests, clients, and other employees of the organization.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent. Ability to calculate figures and amounts such as discounts, proportions, percentages, area circumference, and volume. Ability to convert ounces to pounds.

### **Physical Demands**

- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to handle, or feel; reach with hands and arms; and taste or smell. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, far vision, color vision, peripheral vision, depth perception, and ability to adjust focus

### **Other Duties**

- Assimilate into the company culture through understanding, supporting and participating in all elements of the company. Demonstrate working knowledge of the service standards.
- Regular attendance in conformance with the standards, which may be established by the company from time to time, is essential to the successful performance of this position.

### **Safety Requirements**

- Team members will be trained in the proper use and care of assigned PPE. The company provides the required PPE. It is your responsibility to report defective, damaged or lost PPE or equipment that does not fit properly to your manager.

### **Work Environment**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.