

JOB DESCRIPTION



TITLE: Arcade Attendant

REPORTS TO: Director of Water
Resort Operations

JOB #:

DATE: 5/1/06

DEPARTMENT: Water Resort

GENERAL PURPOSE

Under general supervision, provides prompt and courteous service to guests in the arcade.

ESSENTIAL DUTIES/RESPONSIBILITIES

Know how to play each arcade game in order to instruct the guests.

Maintain the ticket pay out counter for ticket redemption.

Record and report inventory level and needs to supervisor.

Maintains daily general maintenance of all arcade games.

Courteously respond to customer inquiries/comments, both in person and by telephone, by providing timely and accurate information about the water resort and hotel services in order to provide customer service.

Completes all restocking and cleaning duties by performing opening and closing side work as instructed.

Present a clean and professional appearance with a friendly, cheerful and courteous demeanor at all times

Performs other duties as assigned, requested or deemed necessary by management

OTHER DUTIES/RESPONSIBILITIES

Provides assistance to other water resort outlets and hotel departments to contribute to the best overall performance of the water resort and hotel.

Regular attendance in conformance with the standards, which may be established by Sage Hospitality from time to time, is essential to the successful performance of this position. Associates with irregular attendance will be subject to disciplinary action up to and including separation of employment.

Due to the cyclical nature of the hospitality industry, associates may be required to work varying schedules to reflect the business needs of the hotel.

Attend regularly scheduled staff meetings and training programs as required.

Upon employment, all associates are required to fully comply with Sage Hospitality's rules and regulations for the safe and efficient operation of the hotel facilities. Associates who violate rules and regulations will be subject to disciplinary actions up to and including separation of employment.

SUPERVISORY DUTIES - None

JOB QUALIFICATIONS

Knowledge

Must have basic knowledge of arcade games.

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Must have basic knowledge of customer service principles.

Possess thorough knowledge of ticket redemptions, redemption rules and restrictions.

Must be fluent in oral and written English.

Skills

Must be able to use tact and understanding when handling a variety of customer service issues involving guests of all ages, including stressful and highly emotional situations.

Must be organized and able to pay attention to sound and sight details in a crowded and noisy situations, particularly when handling multiple tasks.

Must have the ability to perform multiple tasks at one time, must be able to follow verbal and written instructions and be able to communicate both verbally and in writing.

Abilities

Ability to lift, push and pull 30 lbs.

Bending – Bend to assist in merchandise stocking and to pick up dropped items.

Mobility – 95% of shift covering the entire arcade.

No driving required.

Education/Formal Training - None

Experience

Previous experience in similar position of 3 months or longer.

Material/Equipment Used

Token machine, various arcade games.

Environment

Inside 95% of workday. Indoor Water Resort environment includes higher than average indoor temperatures and humidity.

- Employees are held accountable for all duties of this job. -