

JOB DESCRIPTION

JOB TITLE	Receptionist
REPORTING TO	Front of House Manager & Reception Supervisor
HOURS	Full Time (includes evenings and weekends)
SALARY	£12.73 - £13.10 p/hr

THE ROLE

Provide a warm welcome alongside quick and courteous customer service. Make a great first impression, focusing on customers. Be adaptable and able to support in the reception when needed. Help maintain a clean working environment & see a busy day as a fun chance to demonstrate good teamwork under pressure! Due to the nature of the role, the working pattern will encompass weekends and evenings.

KEY DUTIES & RESPONSIBILITIES

The exciting stuff

- Create a fantastic first impression by providing a friendly, courteous and professional welcome to all visitors.
- Manage the reception desk and customer flow, ensuring the café and reception areas operate efficiently during the shift, particularly in the manager's absence.
- Complete all reception duties in line with the required procedures and service standards.
- Ensure all bookings are checked and paid for upon entry.
- Ensure the climbing team are aware of bookings for the day and communicate effectively with new climbers.
- Develop and maintain a thorough knowledge of the centre's activities, products, menus, membership options and current offers.
- Ensure customers are made aware of relevant membership options and offers.
- Respond to customer enquiries and general emails, escalating matters where further support or authority is required.
- Listen to customer complaints and make an appropriate first attempt to resolve them before escalating where necessary.
- Take an active interest in the welfare, safety and development of the centre, escalating any concerns to the Front of House Manager.
- Support the team in responding to changing demands throughout the day, including assisting with basic kitchen tasks when required. You may need to make the odd coffee and support in clearing tables in the café.
- Foster positive working relationships and maintain a friendly, supportive and professional atmosphere.
- Open the reception area fully, following all relevant operational, safety and security procedures.
- Support in maintaining a clean, tidy and welcoming front-of-house environment, including reception, the café-bar, customer areas and toilets.

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- Support the café team in ensuring point-of-sale displays, fridges and shelves are well stocked and replenished during quieter periods.
- Carry out basic administrative duties to support the team and wider operation.
- Be present and engaged with customers, colleagues and the wider centre throughout the shift.
- Use initiative and identify appropriate tasks during periods when there are no immediate customer demands.
- Maintain a thorough understanding of and comply with all relevant fire, food hygiene, health and safety policies and operational procedures.

Not as exciting, but equally important, stuff

- Attend meetings and training initiatives as required.
- To undertake any other duties as reasonably required within your competency.
- To adhere to all policies and procedures.
- To undertake any training and development activities at the request of your line manager, as required.
- To always take care of your own safety and the safety of others by always complying with the H&S Policy.

PERFORMANCE MEASURED BY

- Annual appraisal
- Members feedback
- Performance assessments and audits

IN RETURN YOU'LL GET

Awesome working environment. Free climbing. Guest passes. Discounts on sessions, courses, parties, products and items from cafe. Commission schemes available. Training and development opportunities. Uniform. Pension. Envious side-eye from friends and family.

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ABOUT US

Set on the edge of the Cotswolds, in between Cheltenham and Gloucester, we offer a range of indoor and outdoor aerial adventure activities.

We have one of the tallest and most unique roped climbing gyms in the UK with indoor and outdoor lead, top rope, speed walls and auto belay climbing available, plus a dedicated group and beginner climbing area, we also have one of the most inclusive and comprehensive bouldering centres in the country, then there's our exciting & accessible Fun Walls climbing area, plus we're also home to one of the tallest and most challenging high ropes courses in Europe.

All of our activities are accompanied by our large but cosy and welcoming cafe bar serving a range of hot and cold drinks and snacks. 270 Climbing Park is a welcoming attraction for friends and families as well as a unique facility for adrenaline seekers, experienced and novice climbers of all ages and abilities.

In addition to offering all the fun of the Park, we also operate the largest mobile climbing wall hire business in the UK. With our fleet of walls and a mobile caving system too, we bring the excitement of adventure activities to public and private venues and events all over the country.

Having one of the best climbing gyms and activity centres in the UK doesn't mean a thing without having brilliant people to look after it.

Fundamental to the success of 270 Climbing is the people who make up our team. We want to attract the best calibre of people to build a team that delivers our various adventure activities, and ultimately, puts smiles on faces!

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THE 270 WAY

The Right Values

Caring For Our People

Respecting, training and empowering them to do the best job.

Understanding our Customers

Continually reviewing their needs, offering solutions that exceed expectations & enable inclusive experiences.

Focusing on Quality

Maintaining the highest possible quality standards in all we do.

Communicating Effectively

To be open and honest, informing, listening and motivating effectively.

Being Innovative

Making good ideas work, constantly improving all we do.

Keeping Things Simple

Efficient, effective processes and systems that work.

Showing Integrity

Governing all we do by what is 'right and just'.

Caring for the Environment

Operating with sustainability at the forefront of everything we do.

The Right Values

Treat everyone equally and with respect no matter their position

Actively listen before you speak

Lead others and set an example

Focus on impact, not just on KPIs

Be humble in victory and take ownership of mistakes

Be open to new ideas and opportunities

Always look for solutions when you find problems

Strive for continuous improvement

HOW TO APPLY

As a diverse employer we welcome applications from people of all backgrounds. To apply for this role, please either visit www.270climbing.com/vacancies to download our **Application Form** (Pt. 1) or email us on: recruitment@270climbing.com and we'll send you a copy.

Then email your completed form to recruitment@270climbing.com making sure you reference the job title in the subject heading "Receptionist".