### **Job Description Summary**

**Job Title: Guest Host (Witch / Wizard)**

**Reports to: Site Manager / Duty Manager**

**Grade: G**

**Scope of Job:** To provide a magical experience to the visitor through consistent delivery of excellent customer service and interaction.

**Key Objectives:**

1. Know, understand and follow all site procedures including; operational, financial, Health and Safety and Guest.
2. Ensure that the Guest Experience is the best it can be for all guests.
3. As part of a close team ensure that all aspects of the attraction are maximising full potential.

**Main Responsibilities:**

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| * Deliver a quality, consistent and interactive service to all visitors in line with Operational documents and handbooks. * Provide a magical experience to guests during The Hole in Wand. * This is a diverse role and involves retail and hospitality duties. * Keep shop areas stocked and in a clean, tidy and safe condition throughout the day * Create our popular magical drinks for customers in a timely and friendly manner every time * Assist the site management team with daily tasks. |
| * To greet all visitors with eye contact, a smile and a verbal greeting at every interaction. * To respond to all queries and complaints from visitors in a positive and helpful manner. * To act as an ambassador for the brand. * To perform and thrive in the role * Rotate roles during a shift |

**Misc**

* To attend any training sessions required of the role.
* To attend any meetings in and out of the business required of the role.
* Any other reasonable request.

**Health & Safety**

Employees are responsible for the safety of themselves, their colleagues and guests (where appropriate), in line with the Health and Safety Policy and the law. In particular, they must ensure that they follow safe working procedures for all work activities that they undertake and they must not use any tools or equipment for which they have not been trained. Where incidents do occur, they must ensure that they are reported to their line manager and must cooperate with any investigation as appropriate.

**Approved by:**

**NAME:**

**SIGNATURE:**

**DATE:**

The Potion Cauldrons Group are the makers of magical drinks and the creators of magical experiences.

Each drink has an exciting narrative and contains magical ingredients that are activated by performing the spell. Our range of magical potion drinks are available in our own apothecary retail and Wizard Golf attraction venues, as well as from selected key stockists around the Globe.