

A. Job Title: FRONT DESK / GUEST ATTENDANT

I. Job Summary

Responsible for greeting guests and providing a positive guest service experience for the customers of West Park Lanes bowling alley. The front desk attendant's overall goal will be to establish and maintain a welcoming and fun atmosphere.

II. Reports To

General Manager of West Park Lanes

III. Essential Job Duties and Responsibilities

- Responsible for providing friendly, professional, and responsive customer service to bowling guests
- Welcome and assist customers with bowling shoes, bowling lane set-up and if needed assist with choosing the right bowling ball
- Cashier
- Resolve lane malfunction and machine calls, including pin re-sets and ball calls
- Accountable for maintaining excellent cleanliness of bowling area: tables, counters, chairs, floors, and lanes
- Lane maintenance
- Work days, nights and/or weekends as the business demands

IV. Other Duties and Responsibilities

- Train for and assist in snack bar and lounge areas, as needed and as age allows
- Set up and prepare snack bar for daily opening and properly shut down snack bar at business close, as needed
- Prepare and serve food and drinks, as needed
- Set up lounge area for daily opening and shut down lounge area at business close, as needed
- Any other task(s) requested on behalf of Drury Southwest, Inc. or its affiliated entities.

V. Knowledge, Experience, and Qualifications

- Must be a minimum of 16 years of age. If under the age of 21, no duties will be assigned in the lounge
- Ability to operate cash register and credit card equipment
- Outgoing, friendly, and possess good customer relations
- Courteous and cooperative
- Team oriented
- Attention to detail
- Ability to work amid distractions and interruptions