

Job Description

Job title Game Master (Part-time)

Reports: directly to Operations Supervisor

Job purpose:

Ensure guests have a safe and fun experience at Code To Escape.

Duties and responsibilities:

Please note: this is not a comprehensive list.

Customer Care:

Examples include, but are not limited to, the following:

- Greet customers in a professional and friendly manner
- Use point of service software to process credit card transactions when necessary
- Answer incoming phone calls in a professional and friendly manner, and assist customers with any questions they have
- Discreetly and respectfully prohibit players from game play if they show signs of being unsafe, aggressive, or inebriated to ensure safety of both the customer and the other players.
- Administer basic first aid, if indicated, and fill out accident reports if customer is injured during game play.
- Uphold company policies and procedures

Game Operation:

Examples include, but are not limited to, the following:

- Direct customers to waiver and confidentiality agreement to read, and have them sign when they are ready
- Explain the rules and game play to the customers clearly and concisely
- Guide customers to game play room, and explain scenario and mission
- Monitor game play and assist customers with game play when indicated via computer software
- Debrief customers after game play

- Take photos of customers following game play to be posted on social media
- Reset the room after game play and ensure all props are in working order

General Maintenance:

Examples include, but are not limited to, the following

- Repair any damaged items or props
- Clean and restock restrooms
- Sweep and vacuum floors in game play rooms as well as in public areas daily
- Maintain a neat and orderly work area

Other:

Examples include, but are not limited to, the following:

- Participate in monthly team meetings

Qualifications

Qualifications include:

- Education: high school diploma, or equivalent
- Knowledge: basic mathematics, spelling, general escape room understanding
- Skills: computer software/tablet skills, emailing, writing and spelling skills (interaction with players during game is two-way radios), excellent customer service
- Abilities: speaking in front of others or to a group, encouraging and uplifting customers, handling difficult situations quickly, and in a calm and professional manner
- Other characteristics/attributes: friendly and outgoing, proactive, copes well in stressful situations, quick-thinking, good hygiene
- Experience: must know how to run basic power tools (eg. electric screwdriver), hospitality/customer service experience is preferred, but not required, previous play of an escape room is also preferred.

Working conditions:

This position requires regular evening and weekend availability, schedule flexibility, and working with challenging clients at times.

Physical requirements:

Tasks may include lifting heavy objects, crouching, crawling, lifting above your head, twisting, bending, standing, walking. Extended time sitting and watching monitors and tv screens, as well as watching intently players, is necessary.

Approved by:

Tibor Benke, Owner Code to Escape, Bentibor LLC

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Reviewed: 04/12/2019

