

**Host Job Description**  
**New England Team Building LLC**  
**Monkey Mind Escape Rooms**

Version 11/1/2022

Monkey Mind Escape Room is seeking dynamic, and quick-learning individuals for the Host position in the hottest entertainment trend in the country! Our Hosts are responsible for guiding our guests through their escape room experience from start to finish! Ideal candidates are fun and reliable with stellar interpersonal skills and have a passion for representing the Portsmouth business community.

**As a Host you will:**

- Captivate guests by providing an overview of our escape rooms and procedures.
- Enthusiastically engaging with customers before and after adventure ensuring every guest has a fun and friendly experience.
- Verification of booking and payment information. Collecting payments when applicable.
- Answer questions over the telephone or in-person about the services we provide as well as give directions, recommend parking locations, recommend other downtown businesses, etc.
- Upon room completion, engage with customers to take pictures, encourage reviews and offer future play discounts.
- Maintain communication with game masters, management, and guests to ensure that the reservations flow smoothly. Solve or elevate problems as they arise.
- Merchandising. Hanging out signs and opening/closing up the business. Maintain retail merchandise and displays.
- Follow opening, closing, cleaning, side work and other required procedures when not actively engaged with customers.

**You are a good fit if you have these qualities:**

- Strong customer service instincts. Stellar customer service skills are mandatory.
- Excellent communication skills. Articulate. Public Speaking is mandatory.
- Gregarious & outgoing.
- Time management. Ability to prioritize tasks in a time efficient manner.
- Good grasp of general technology (email, booking system, point of sale system, camera, texting).
- Ability to work independently as well as within the team.
- Weekend availability and occasional weekday availability especially during holiday weeks.
- Need to be able to lift up to 30 lbs., reach, squat, kneel, and climb a ladder.
- Must be authorized to work in the United States.

Job Type: Part-time

Experience:

- Retail or hospitality or Customer service experience (Preferred)

*Monkey Mind Escape Rooms provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*