



Spider Box

Job Description

Front of House Host

Job Title: Front of House Host

Location: Printworks, Manchester

Hours of Work: 40 hours per week

Reports to: Duty Manager

Accountable to: General Manager, Deputy General Manager, Duty Manager

Key Relationships:

About Spider Box:

A night out everyone will love!

Spider Box brings together top quality entertainment, food and drink - all under one roof - for the ultimate night (or day) out that everyone will love.

Enjoy carefully curated live music sets in the intimate from local artists and bands to top tribute acts and live DJ and live streamed DJ sets.

We've revolutionised the music quiz and Sing your heart out to your favourite tracks in an immersive Karaoke booth with Spider Box's tech infused bookable booths.

Line up on the starting grids of the world's most iconic races – from ice rallies and GT racing to Formula 1 and Le Mans– compete against your friends on the best tracks and circuits in the world at the wheel of the fastest cars in the world. The state-of-the-art simulators and digital screens ensure your experience is as close to the real thing as possible. Will you take the chequered flag and your place at the top of the leader board?

Our state-of-the-art simulators provide an immersive, real-world racing environment, offering a platform not only for entertainment but also for skill development and training.

To complement your evening of entertainment, sit back and enjoy our selection of sharing plates and main courses with an accompanying glass of your favourite cocktail or craft beer.

Job Function:

To act as a brand ambassador and support the management team in delivering a great experience in activities food and beverage in a friendly professional environment, displaying exceptional hospitality and service along with enthusiasm and professionalism.

Responsibilities:

General

1. Supporting the management team in ensuring the site is ready for service in line with operational requirements and standards
2. Ensure, where possible, all key performance indicator measures are met
3. Displaying a confident and helpful approach in every guest interaction
4. Effective and professional handling of any guest complaint, informing the manager immediately
5. Handling all payment transactions with care and due diligence

Food and Beverage

1. Respecting and adhering to all Food Hygiene, Health & Safety procedures and COSHH procedures at all times.
2. Ensure all menu items delivered to the guest meet the company standards
3. Ability to display confidence and strong menu knowledge and suggestive selling to improve the guest experience
4. Ensuring the accuracy of each order received and expedited to the guest
5. Ensure that all Premises Licence requirements are taken in to account when dealing with the sale of alcohol
6. Using the EPOS system to process orders and payment with due regard to accuracy

Attractions

1. Meet and greet all guests and process bookings and enquiries as required
2. Onboard guests on to their booked activity ensuring that all guests are clear on how to use any technology provided
3. Identify any do's and don'ts for each activity with a particular focus on any Health and Safety requirements
4. Upsell where possible any items including additional activities, food, beverage and retail products.
5. Where possible, interact with the guests and support them in the delivery of their activity. This may include you performing as part of the guests team.
6. Using the Bookings system to process bookings and payments with due regard to accuracy

Experience:

1. Previous experience in a similar hospitality focused food business environment
2. Excellent communication skills with the ability to effectively coach and develop other team members

Personal attributes:

1. Ability to work well as part of a team
2. Detail orientated
3. Enthusiastic
4. Self-motivated
5. Professional manner at all times both attitude and appearance
6. Positive & motivational
7. Sense of urgency at all times
8. Works well under pressure.
9. Willingness to perform as required

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role.

All applications are to be made by sending your CV to Kev Smith Operations Director at kevin.smith@spiderentertainment.com Closing date for all applications will be 5th July 2024. Start date for roles will be towards the end of August.