JOB DESCRIPTION



Position	Games Master	Approved by	Andy Dunn
Version	3	Date	June 2021

Place of Work	Your place of employment will be: Clued Up! Escape Rooms, 66 Prince of Wales Road, Norwich, NR1 1LT.		
	If we open further locations, you may be required to work in any of our locations.		
Education Requirements	GCSE's (or equivalent) in English and Maths, preferably at Grade C or above for both.		
Work History Requirements	Preferably at least six months in a customer facing role, ideally in the leisure or hospitality industry. If you don't have experience but you have a great manner with people then we still want to hear from you!		
Essential Qualities (evidence required)	 Friendly, approachable and welcoming manner Confident Excellent customer service skills Excellent communication skills and a competent command of written English Pro-active and flexible approach to all aspects of the position Strong attention to detail Smiling! 		
Desirable Qualities	 Previous experience of running an escape game Experience in the leisure or hospitality sectors 		
Salary	Hourly rate discussed at interview. Relaxed and fun working environment. Free uniform and refreshments on shift.		

The Role:

This position will involve you running escape game sessions for their duration.

You will welcome customers when they arrive and check their booking, ensuring the correct number of people are present. If additional customers attend for the booking and a further fee is due you will be responsible for taking this payment.

You will deliver the pre-game briefing to the game participants to a high standard and show them into the game room. You will monitor the game participants closely via CCTV and you will wear headphones to listen in on the game play. You will need to closely monitor the performance of the game participants at every step of the game and provide clues or hints as required. Additionally, you will ensure that all game participants observe the House Rules and in the event of any unacceptable conduct you will need to take appropriate action and report this to a manager or director immediately.

Full understanding of our health and safety protocols is required (training will be given) and you will deliver this to all players without exception as part of their game briefing.

You will use the computerized game clue system to monitor the countdown timer and provide clues. As you will be typing clues to appear on the game room screen, a strong command of English, spelling and grammar is required.

When the game ends you will be ready to welcome the game participants and conduct a post-game debrief which will include taking a photograph of the group (unless they ask us not to) and posting this on our social media platforms.

You will need to be friendly and welcoming throughout, remembering that we are a leisure service provider.

Some basic cleaning tasks will be required in between games or at other down-times, to include cleaning of game rooms, briefing rooms, staircases, kitchen and toilets.

Any other reasonable duty assigned.

All necessary training will be provided.

This job description may be updated at any time.