

## VR Gaming Liverpool

**Job Title: VR Team Member**

**Reporting to: Duty Manager**

**Hours: Saturday 10.30am – 5.30pm**

**Job role summary:** To work amongst a small team in a customer facing and fast paced environment operating the latest VR equipment and ensuring customer satisfaction at every visit

**Main Objective:** to provide an enjoyable, seamless visit for every customer from the booking journey through to the experience on the day.

### **Key responsibilities:**

- Oversee the booking system and ensure customer assistance through social media platforms, emails, and telephone.
- Greet and assist every customer in a pleasant manner
- Be knowledgeable on the games offered and assist customers into making suitable games choices.
- Accurately and efficiently process bookings and handle payments at till points
- Troubleshoot the equipment where necessary without effecting the customer expectations and experience.
- Follow the cleaning guidance and maintenance manuals for the equipment checks and Assist customers safety getting on and off the equipment
- Promote sales and parties through conversation and online communication.

### **Skills, personal attributes, and experience:**

- A genuine interest in gaming or Virtual Reality gaming is very desirable
- Basic IT skills for emails and social media platforms.
- Written and spoken English is essential for email and telephone
- Have a desire to please customers and ensure customer satisfaction
- An outgoing and positive can-do attitude who is adaptable to change and works well within a team
- The ability to think quickly, react calmly to situations and show initiative

### **Working Hours:**

Additional working hours will be available in the school holiday calendar and can be arranged with the management team.

Please send a CV and a covering letter to [rachel@springcity.co.uk](mailto:rachel@springcity.co.uk)

