



## Games Operator

Last reviewed: December 2018

Reporting to: Games Manager

### **Brief Description / Purpose of the function:**

Responsible for operating our pay as you go games units.

Main areas of responsibility are as follows, but are not limited to:

- Day to day operation of our pay as you go games unit,
- upselling our games to customers
- Visual merchandising of our stock
- Providing exceptional customer service to our guests
- Responsible for the overall tidiness of the game units
- Management of a small float and paperwork in support of the float
- Explanation of the games rules to our customers
- Working within the companies Health & Safety policy.
- Inform your line manager of any irregularities or issues
- Replace stock as it runs low.
- Take part in any stock checks as required.

All employees are expected to undertake any tasks as reasonably requested by management.

All employees are expected to maintain a professional image in standard of dress and conduct at all times when representing the Company.

It is the responsibility of all employees to comply with the policies and procedures of HB Leisure Ltd.

### **Person Specification**

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• Key skills English and Maths</li> </ul>	<ul style="list-style-type: none"> <li>• Full understanding of English and a good understanding of maths</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Not necessary full training given.</li> </ul>	<ul style="list-style-type: none"> <li>• Cash Handling</li> <li>• Dealing with the general public.</li> <li>• Pervious supervisory experience although not essential</li> </ul>
Knowledge & Skills	<ul style="list-style-type: none"> <li>• Fluent English speaker</li> <li>• Customer service skills</li> <li>• Ability to build a good relationship with general public</li> <li>• Honest</li> <li>• Reliable</li> <li>• Professional appearance</li> <li>• Security minded</li> <li>• Able to work well under pressure</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and understanding</li> <li>• Hardworking</li> <li>• Ability to stay calm under pressure.</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Confident</li> <li>• Positive can-do attitude</li> <li>• Affable</li> <li>• Friendly and approachable</li> </ul>	