

Job Title:	Wall Assistant
Job Purpose:	To aid reception team deliver excellent customer service through all areas of the business, creating moments of excellence
Salary:	£9.50 to £11 per hour
Reporting to:	Centre Management
Key Responsibilities:	Providing the smooth running of the Depot climbing center including greeting and checking in guests, ensuring the correct documentation is up to date, running sessions, working in the café serving hot and cold drinks as well as stocking and maintaining the shop.
Role Description:	<p>You will be working alongside the rest of the reception team, Duty Managers and Front of House Managers to provide a consistently high level of excellent customer service.</p> <p>As a Climbing Wall Assistant, you will also be responsible for the general day-to-day upkeep of reception area, café area and shop with a focus on customer service and satisfaction. The duties include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Constantly provide highest levels of customer service with positivity and enthusiasm</li> <li>• Assist with opening, closing and daily running of the centre as well as instructed sessions</li> <li>• Ensure the health and safety of all customers in the centre, communicating any issues to the relevant manager when necessary</li> <li>• Ensure quality instruction is provided at all times to all groups and individuals</li> <li>• Adhere to company guidelines outlined in the Employee Handbook</li> <li>• General housekeeping and cleaning</li> <li>• Any reasonable ad-hoc duties</li> </ul>