

JOB TITLE:	WALL ASSISTANT
SALARY	£12.90 PER HOUR
REPORTING TO:	CENTRE MANAGER, ASSISTANT MANAGER FRONT OF HOUSE MANAGER, DUTY MANAGER
KEY RESPONSIBILITIES:	<p>Providing the smooth running of the Depot climbing center including greeting and checking in guests, ensuring the correct documentation is up to date for each user of the wall, running sessions, working in the cafe selling hot and cold drinks as well as stocking and maintaining the shop.</p>
ROLE DESCRIPTION:	<p>You will be working alongside the rest of the reception team, Duty manager and Front of house managers to provide a consistently high level of excellent customer service. As a climbing wall assistant you will also be responsible for the general day-to-day upkeep of the reception area, cafe area and shop with a focus on customer service and satisfaction.</p> <ul style="list-style-type: none"> • Constantly provide highest levels of customer service with positivity and enthusiasm • Assist with opening, closing and daily running of the centre as well as instructed sessions • Ensure the health and safety of all customers in the centre, communicating any issues to the relevant manager when necessary • Ensure quality instruction is provided at all times to all groups and individuals • Adhere to company guidelines outlined in the Employee Handbook. • General housekeeping • Any reasonable ad-hoc duties



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