

Arcade and Bowling Attendant

Job Summary

We are seeking an enthusiastic and customer-oriented Arcade and Bowling Attendant to join our dynamic entertainment venue. The Arcade Attendant will be responsible for providing exceptional service to our guests, assisting with game operations, and maintaining a fun and safe environment within the arcade and bowling area.

Responsibilities

Arcade

- Greet customers warmly and assist them with game selection, purchases, and inquiries.
- Operate arcade games and attractions, ensuring they are functioning properly and providing assistance to guests as needed.
- Monitor the arcade area to maintain cleanliness, safety, and organization of game stations and play areas.
- Enforce arcade rules and policies to ensure a positive and enjoyable experience for all guests.
- Process payments accurately and efficiently using POS systems.
- Restock game cards, tickets, and prizes as needed.
- Provide instruction and assistance to guests on how to play games and redeem tickets.
- Handle customer concerns or complaints promptly and escalate issues to management when necessary.
- Promote arcade specials, events, and promotions to increase guest participation and revenue.
- Collaborate with other team members to ensure smooth operations and excellent customer service throughout the venue.

Bowling

- Greet customers warmly and assist them with lane reservations, shoe rentals, and other inquiries.
- Process payments accurately and efficiently using POS systems.
- Explain bowling packages, promotions, and additional services to customers.
- Ensure cleanliness and organization of the counter area and bowling equipment.
- Monitor the availability of lanes and coordinate lane assignments based on customer preferences.
- Provide basic instruction on bowling techniques and rules to new or inexperienced bowlers.
- Address customer concerns or complaints promptly and escalate issues to management when necessary.
- Maintain knowledge of current specials, events, and promotions.
- Collaborate with other team members to ensure a positive and seamless customer experience.
- Uphold safety and sanitation standards, including proper handling of bowling shoes and equipment.

Requirements

- Previous customer service experience, preferably in a retail, hospitality, or entertainment setting.
- Strong communication and interpersonal skills.
- Ability to work effectively in a fast-paced and team-oriented environment.
- Basic math skills for processing payments and transactions.
- Availability to work evenings, weekends, and holidays as needed.
- Enthusiasm for arcade games and bowling systems; and willingness to learn about game operations and troubleshooting.

Preferred Qualifications

- Experience with POS systems or computerized ticketing systems.
- Knowledge of arcade game mechanics and troubleshooting techniques.
- Certification in first aid or CPR (if applicable).

Physical Requirements

- Ability to stand, walk, and lift moderately heavy objects (up to 30 pounds) for extended periods.
- Stamina to work long hours in a dynamic and interactive environment.

Benefits

- Competitive wages