

VIRTUAL REALITY CADETS



Job Title: Virtual Reality Cadet – Bar

Reporting to: Cadet Leader

Job Purpose

Our Virtual Reality Bar Cadets are the forefront of our Reality Bar & lounge, providing excellent customer service in a professional manner throughout.

Responsibilities:

- Ensuring the customer is always put first
- The Planet VR brand is always represented in the highest regard
- Operate the till efficiently
- Upselling Virtual Reality experiences to all customers
- Provide excellence in customer relations giving guidance & support
- Take cash & card payments
- Upselling drink & food offers
- Alerting Cadet Leader to complaints/issues throughout the day
- To maintain cleanliness in all areas throughout the day
- Prepare alcohol or non-alcohol beverages for bar & Lounge customers
- Interact with customers, take food & drink orders, serve snacks & drinks
- Assess customers' needs, preferences & make recommendations
- Mix ingredients to prepare cocktails
- Check customers' identification & confirm it meets legal drinking age
- Restock and replenish bar inventory and supplies
- Stay guest focused & nurture an excellent guest experience
- Comply with all food & beverage regulations
- Provide prompt table service where/when necessary

Note: This job description is intended to outline the objectives and duties involved in the role but we are a small organisation and all staff are expected to pitch in where necessary to accomplish each other's objectives and goals. These may be varied by the Company to suit company demands, circumstances and abilities of the individual.

Planet VR, Clough Street, Hanley, ST1 4FB

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Relationships

- Work closely with Virtual Reality Cadets
- Work closely with Cadet Leaders in meeting objectives

Requirements

Exemplary customer service skills; ensuring the customer is always put first
- **Essential**

A passion for video gaming & Virtual Reality - **Essential**

Motivation to work hard in a fast-paced & fun environment - **Essential**

Flexibility to work all hours & dates during non-term time - **Essential**

GCSE – **Essential**

A Level – **Desirable**

Experience in Cash Handling – **Desirable**

Experience in bar work – **Desirable**

General Skills Profile

Decision Making:

Identifying and solving problems:

Work Quality:

Getting on with people – colleagues and customers:

Interpersonal skills:

Technical proficiency:

Desirable

Desirable

High Standard

Essential

Essential

Desirable

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