

# VIRTUAL REALITY CADETS



**Job Title:** Virtual Reality Cadet - Leader

**Reporting to:** General Manager

## Job Purpose

- Our Virtual Reality Leaders are the forefront of the otherworldly Virtual Reality gaming experiences.
- To observe & manage Planet VR team.
- To provide a safe & fun experience to staff.
- To help and encourage customers to have a fun experience, while observing safe and sensible behaviour.
- To assist in serving customers at reception or café as required.
- To run the shift efficiently and solve any issues that may arise.

## Responsibilities:

- Setting up the systems
- Ensuring their safety & comfort during play
- Upselling Virtual Reality experiences to all customers
- Serving as the focal point of interaction & insight for players of all ages & interests
- Take cash & card payments
- Check & clean toilets every hour during opening hours
- Upsell Merchandise & Group packages
- Assist on checking in parties if party host is not present straight away
- Taking Group Bookings (including payment and food orders)
- Solving complaints & issues throughout the shift.
- Alerting General Manager of major complaints/issues throughout the shift
- To maintain cleanliness in all areas throughout the shift
- Continuously monitor Health and Safety
- Continuously monitor Food Hygiene
- Provide guidance to customers and demonstrate techniques if required
- Watch out for misbehaviour and use three strike rules
- Organise parties and co-ordinate the activities
- Handover to Leader during shift crossover
- Maintain Virtual Reality equipment
- Answer & make phone calls
- Supervising members of staff on site
- Working hard to drive results, ensure the highest standards are always upheld
- Supporting all staff & customers
- Show exemplary customer service experience
- The ability to achieve great sales & the ability to delegate tasks in a forward-thinking, innovative manner
- Key holder of the building
- Maintain & order stock
- Cash Handling
- Weekly Report is filled in adequately
- Working with outside agencies (emergency, crime and fire)

*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
- Work closely with General Manager

## 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**

Cash Handling – **Desirable**

Key Holder experience – **Desirable**

Team Leader experience – **Desirable**

## General Skills Profile

*Decision Making:*

**Desirable**

*Identifying and solving problems:*

**Desirable**

*Work Quality:*

**High Standard**

*Getting on with people – colleagues and customers:*

**Essential**

*Interpersonal skills:*

**Essential**

*Technical proficiency:*

**Desirable**

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