

VIRTUAL REALITY CADETS



Job Title: Virtual Reality Cadet – VR Host

Reporting to: Cadet Leader

Job Purpose:

- Our Virtual Reality Cadets are the forefront of the otherworldly Virtual Reality gaming experiences.
- To assist and encourage customers to have a fun experience, while observing safe & sensible behaviour.
- To assist in serving customers at reception or bar as required.

Responsibilities:

- Setting up customers on their game time
- Assisting customers on the gaming software
- Ensuring their safety & comfort during game time
- Upselling Virtual Reality experiences to all customers
- Serving as the focal point of interaction & insight for players of all ages & interests
- Serve on reception desk
- Answer telephone
- Provide excellence in customer relations giving guidance & support
- Take cash & card payments
- Check & clean toilets every hour during opening hours
- Upsell Merchandise & group packages
- Assist on checking in groups if group host is not present straight away
- Taking Group Bookings (including payment and food orders)
- Stocking up Merchandise
- Alerting Cadet Leader to complaints/issues throughout the day
- To maintain cleanliness in all areas throughout the day

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 - **Desirable**

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**

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