



TITLE: RECEPTIONIST
POSITION TYPE: PART TIME/FULL TIME

DEPARTMENT: RECEPTION
REPORTING TO: RECEPTION MANAGER
FLSA STATUS: NON-EXEMPT

Company Overview:

Flight Club is the home of the Social Darts™ phenomenon and a multi-award-winning venue with two locations in the United States and six locations in the United Kingdom. We provide our guests with premium, high-quality food and beverage menu options along with proprietary gaming technology that takes the math out of darts & allows groups to play together. The traditional game of darts has been revolutionized using unique, vision-tracking gameplay technology with an elevated twist on games you already love. Our team members work together to deliver social experiences and celebrations unmatched in hospitality. Through your enthusiasm for greatness, our core values, and our high company standards we know together you can develop into a master entertainer in our growing brand.

Position Purpose:

The reception position delivers each guest a unique high-quality experience with their engaging personality in an energetic atmosphere. This team is responsible for a welcoming greet, quick seat, and any assistance in setup. This position is crucial to the day-to-day operations from answering phones, checking in events, adding new groups into the reservation software, and introducing gaming. Our emphasis on product knowledge is essential to deliver an experience above the ordinary. Together our team members work to create an atmosphere of fun in a positive culture of teamwork and hard work. We expect nothing short of greatness and know personality sets us apart to make you the ringleader of your show each shift.

Responsibilities:

- Report for all scheduled shifts punctually in proper attire to proper health and hygiene standards.
- Accurately enter all guest information into the system and assign proper time to guests.
- Responds to all guests with a genuine friendly greeting and goodbye.
- Answer phones providing accurate availability and send proper information to the sales team.
- Accurately know all numbers to tables and gaming areas.
- Maintain quality condition of gaming equipment including sanitation.
- Ensure bathroom checks are completed and coat check is organized.
- Complete opening, closing, and running duties as assigned each shift.

- Learn and maintain knowledge of food, beverage, gaming and Company procedures to standard.
- Build a rapport with guests, be active in assisting, and communicating requests.
- Attend training sessions and team meetings as required per department.
- Comply with the Company's rules and procedures along with any reasonable requests made from management during a shift.
- Follow all health and safety guidelines maintaining to proper procedures and reporting to management any hazardous situation or incident.

Our Team Members Are:

- Teamwork driven to succeed as a cohesive unit.
- Detail oriented with strong organizational skills.
- Energetic and positive – maintain high energy throughout service.
- Professionals with a welcoming and presentable appearance.
- Ability to multitask and keep up with a high-volume environment.
- Possess the desire to elevate, educate, and develop through continued training.

Must be able to pass exams with a 90% or better in each of the following categories:

- Food and Beverage
- All issued training testing throughout employment

Requirements & Minimum Qualifications

- Current food handlers and alcohol certification maintained through employment.
- Minimum of 2 years' experience preferably within a high-volume environment.
- Available to work various shift times and days, including weekends and holidays.
- Able to stand and/ or walk for long periods of time.
- Ability to lift over 50+ lbs. if necessary.
- Authorized to legally work in the US.

The Company reserves the right in its absolute discretion to add to your duties or amend this job description at any time. In addition to the above duties you will carry out such other duties as the Company reasonably directs from time to time.

Equal Opportunity Statement: Flight Club is proud to be an equal opportunity employer. It is our policy to provide equal employment opportunities to all qualified applicants and employees without regard to their actual or perceived race, color, religion, sex, sexual orientation, marital or civil union status, age, national origin, disability, pregnancy, child birth or related medical condition, citizenship, veteran status, genetic information, gender, gender identity or expression, or any other basis prohibited by law.