



Title: PLAYHOUSE RANGER (CASHIER)

Reports to: MANAGER/ ASSISTANT MANAGER

Summary of Position: Provide friendly, responsive service to create an exceptional entertainment experience for our customers. A Playhouse Ranger's attitude greatly effects how The Playhouse as a whole is perceived. You have five main functions: greeting the customers, servicing the customers, verifying waivers, making sure ALL guests are aware of the rules, and enforcing hand stamp (check-in/check-out). Thank all customers for visiting The Playhouse.

Duties & Responsibilities:

- Greet and assist customers entering the party zone.
- Assist and verify all party guests have completed a waiver- including adults.
- Receive payment by cash, credit cards, vouchers, or gift cards.
- Prepare customer for play by making sure everyone has on proper footwear (socks)
- Responsible for accurate cash and till management for your drawer.
- Remains diligent and focused during all monetary or credit card transactions so that his or her register is accurate at the end of each shift.
- Enforcing hand stamp (check-in/check-out).
- Monitor marketing flyer stocks and replenish as needed.
- Monitor, clean and organize front desk and waiver station as needed.
- Restock any and all supplies as needed (i.e., socks, receipt paper, pens, etc.)
- Resolve customer complaints.

- **Request assistance using paging radios.**
- **Report problems with cash registers, customers or facility to manager on duty.**
- **Ensure that all trash and debris are cleared from around the desk and front entry.**
- **Other duties as assigned by management or needed by the business (i.e., Cleaning)**
- **Performs his or her job in a friendly, courteous manner at all times.**
- **Promptly informs the Manager on Duty of any and all customer complaints or comments.**
- **Informs Manager immediately of product shortages.**