



Title: BIRTHDAY PARTY HOST

Reports to: MANAGER/ ASSISTANT MANAGER/ EVENT COORDINATOR

Summary of Position: Provide friendly, responsive service to create an exceptional entertainment experience for our customers. A Birthday Party Host/Event Coordinator's attitude greatly effects how The Playhouse as a whole is perceived. You have six main functions, servicing birthday parties and group events, verifying waivers, preparing guests, upselling café items and party add-ons, and adhering to a strict timing schedule. Thank all customers for hosting and/or attending an event at The Playhouse.

Duties & Responsibilities:

- Greet and assist customers entering the party zone.
- Verify all party guests have completed a waiver- including adults.
- Responsible for setting up, cleaning up, and maintaining party tables.
- Adhere to strict party timing schedule.
- Serve food, beverages, and cake to party guests.
- Ensure there is adequate space/seating for all party guests.
- Ensure each party gets everything included in package.
- Provide an exceptional birthday experience to birthday guest of honor and all parents and guests. Keep workstation area clean and organized.
- Monitor, clean and organize party zone and toddler areas as needed.
- Restock any and all party supplies and party add-ons as needed.
- Resolve customer complaints.
- Request assistance using paging radios.
- Report problems with customers or facility to manager on duty.
- Ensure that all trash and debris are cleared from party room.

The Playhouse LLC Job Description

- **Ensure that all chairs, tables and tablecloths are evenly aligned and tidy.**
- **Ensure all party gifts and belongings have left with the party guest of honor, otherwise, contact party parents when time allows.**
- **Other duties as assigned by management or needed by the business.**
- **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.**
- **Performs other related duties as assigned by the Manger.**
- **Supervise activities during birthday parties.**
- **Take initiative, be a self-starter, and be self-motivated!**