



Title: PLAYHOUSE RANGER (Playzone)

Reports to: MANAGER/ ASSISTANT MANAGER/ EVENT COORDINATOR

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 six main functions: greeting the customers, servicing the customers, making sure ALL guests are aware of the rules, keeping the facility clean, enforcing hand stamp (check-in/check-out), and enforcing The Playhouse rules. Thank all customers for visiting The Playhouse upon exiting.

Duties & Responsibilities:

- Greet and assist customers entering the party zone.
- Ensure everyone has on proper footwear (socks)
- Monitor, clean and sanitize jungle gym as needed.
- Resolve customer complaints.
- Be sure to stamp hands of all kids and guardians upon entry
- Check customers hand stamp at exits.
- Be sure to have a radio on you at ALL times
- Request assistance using paging radios.
- Report problems with customers or facility to manager on duty.
- Ensure that all trash and debris are cleared from around the desk jungle gym, playhouses and café area.
- Check restrooms regularly
- Monitor traffic near restrooms- ensure each child is accompanied by an adult (If not, walk them to the foyer but not to the restroom door)
- Check games regularly

- **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.**
- **Take initiative, be a self-starter, and be self-motivated!**