

MANIC MONSTERS

Manic Entertainer

Job Description

Reporting to: The Duty Manager and Duty Supervisor

The Entertainer will work alongside a General Assistant and Party Host, be able to perform all the roles of a General Assistant but primarily concentrate on entertaining customers and encourage other staff to be enthusiastic.

We are looking for an entertainer who is enthusiastic, has bundles of energy and an infectious personality to whoop the children up into a frenzy of excitement during their party. Be able to channel the children's boundless energy and encourage the children to be silly and fun in a controlled environment.

Parties can be run in a staggered pattern throughout the day. The entertainer will be required to move around the parties, adjusting their skills and performance according to the children's age, gender and attitudes. Each party has a host that will be organising the play sessions, food, drinks and special requirements. You will need to work closely with the host, if appropriate, working as a double act to help make the party run as smoothly as possible and keeping the children entertained during the stages of the party.

Between parties there will be family groups who have just come for a play session who will enjoy some personal attention from the Entertainer. This is an opportunity to wander around tables and café queues for instance, showing off tricks, balloon modelling or other acts of silliness.

The entertainer will work with the hosts and other Manic Monsters staff, provide ideas on how to warm up parties and create a fun atmosphere, act as a role model to encourage all staff to become confident in silliness and showmanship yet still remain professional and considerate of customer relations.

The Entertainer needs to be mindful of health and safety and be willing to attend staff meetings, fire evacuation practice and training sessions when the need arises.

Main Duties

- Meet and greet party guests
- Entertain customers
- Ensure parents are confident their party is running smoothly
- Keep children occupied during waiting periods for instance, between play and food being served
- Provide ideas for staff on how to be entertaining, encourage and role model

- Act as Party Host
 - Check Children in to party

- Label children and take food order
 - Give food order to Chef
 - Supply party with Unlimited squash
 - Ensure party room ready
 - Provide T-shirts, thank you cards, balloons and bags where necessary
 - Entertain children, face paint or create disco where necessary
 - Collect children from play frame and provide with food on a timely basis
 - Provide cake ceremony; cut and bag cake
 - Clean party room
 - Ensure payment for party is made
- Monitor Customers on entry and exit using computerised system
 - Log in customer data
 - Take payment
 - Check customers out
 - Ensure children do not leave the premises without their parent/guardian
 - Ensure adults do not enter or leave the premises without their children
- Supervise Children's safe play on the equipment.
 - Ensure children wear socks at all times
 - Ensure children do not run up the slide or play on the equipment in an unsafe fashion
 - Ensure children do not remove the ride-on's and go karts from the kart tracks, return them when necessary
 - Ensure balls stay within the play structure and return any stray balls to their areas
 - Ensure food and drink are not taken on to the play frame; clean area when necessary
 - Find First Aider with regard to any injured children
 - Ensure no sharp or dangerous objects are taken on to the play structure
 - Ensure children play in a non-offensive or threatening manner; find Supervisor or parent where necessary
- Serve customers in café
 - Take food and drink orders using a computer system
 - Make hot drinks using a Barista coffee machine and hot water urn
 - Serve drinks, snacks, sweets, cakes, etc. from the counter
 - Serve food orders from the Kitchen to customers
 - Clear tables of food, crockery and cutlery and return to the kitchen for cleaning
 - Clean tables
 - Restock café
 - Washing up in the kitchen if required
- Maintain a clean environment
 - Monitor and clean toilets throughout the day
 - Hoover and clean the carpets; mop the non-slip surfaces
 - Dust and clean the play equipment and areas behind the equipment
 - Clean the café throughout and at the end of the day
 - Clean party rooms
 - Clean lavatories
 - Clean Centre inside and outside when necessary
- Stock levels for
 - Party supplies
 - Cleaning and general supplies
 - Café and Kitchen

Skills and Personal Qualities Needed

A Manic Monsters Entertainer should have;

- A great deal of energy and stamina.
- Lively, confident and outgoing.
- Have good timing and co-ordination.
- Have a sense of showmanship and be able to hold the attention of the audience.
- Be respectful of customer requirements.
- Be able to come up with original technical and creative ideas.
- Be prepared to spend a lot of time practicing and rehearsing.
- Be able to adapt performances to different audiences.
- Be aware of health and safety regulations.
- Be prepared to take controlled risks.
- An excellent communicator.
- Have team working skills when working with others.
- Have self-motivation and self-management skills.
- Have drive and determination.
- Punctual and reliable.
- Aware of current legislation in areas such as health and safety, and working with children.

Qualifications, training and education

- 3 GCSE C grades or above.
- Drama or theatre lessons useful but not essential

Experience

- 1 years' experience within the entertainment industry useful but not essential if the applicant can show a professional standard of showmanship during the selection process.

Other requirements

- Flexible approach to work is essential
- Able to work from 7.00pm to 8.30pm on a weekday for bi-monthly staff meeting/ training
- Must be willing to audition and show your skills during the interview

Working hours

- 10.30am to 6.30pm Saturday and/or Sunday to be agreed. Occasional extra weekday hours to be agreed as and when required.