

Sherlock: The Official Live Game
Visitor Experience Specialists

Job Title:	Actor/Host (Visitor Experience Specialist)
Reports to:	Operations Manager and Deputy Operations Manager
Based:	London
Hours:	Part Time. (We are currently looking for people available to work weekends particularly Saturdays with additional shifts during the week).
Job purpose:	We are looking for positive, highly self-motivated and service focused people to ensure the smooth running of the day-to-day onsite visitor experience at the award-winning Sherlock: The Official Live Game immersive/escape room attraction. The successful candidates will play a hands-on role carrying out all functions including, but not limited to hosting, monitoring, resetting, bar, basic maintenance, assisting with scheduling and customer service.

Based in the heart of West London, *Sherlock: The Official Live Game* is a live gaming adventure and collaboration between the makers of the hit TV series and escape experience pioneers. Combining the best of escape rooms and immersive experiences, we're the first official Sherlock escape room.

Previous experience of working in a visitor attraction is not essential. The most important qualities you must demonstrate are confidence and experience in a public-facing role, and a passion for providing the best possible levels of service to all visitors.

We welcome applications from everyone.

Essential skills, experience, and qualifications

- Outstanding verbal communication skills
- Good standard of written English and good basic Maths.
- Experience of working in a face to face customer environment either in one or more of the following: a visitor attraction, retail, hospitality or customer service.
- Experience of delivering against performance targets.
- Good IT skills.
- Ability to remain calm, work under pressure and manage multiple tasks.
- Proven ability to handle demanding and difficult situations with the public in a calm and confident manner.
- Ability to multi task and prioritise without compromising on quality.
- Approachable with a positive and enthusiastic attitude.
- A flexible approach to meet the ad hoc demands of the job.
- Able to work on own initiative without immediate supervision from manager.

Desirable:

- First Aid trained.
- Fire Marshall trained.



To apply send in a CV and covering letter to matt@thegameisnow.com

Job Types: Part-time, Permanent

Salary: £11.50 per hour

In return for your work as an amazing Actor/Host (Visitor Experience Specialist), we offer:

- Competitive salary
- Full induction and ongoing training
- Heavily discounted tickets to the experience for your friends and family
- 50% discount on drinks at our bar
- The chance to work in one of the city's coolest venues with an amazing team