

JOB DESCRIPTION	JOB TITLE: EVENTS HOST
	Job Location: <i>AdventHealth Center Ice</i> Reports to: Events Supervisor Function Area: Designated Event Spaces Type: Part Time

Job Title: EVENTS HOST

The Events Host provides friendly customer service through the implementation of hosting individual birthday parties and other events, including distribution of rental skates, interaction with parents and children and serving of food & beverages.

MAJOR TASKS, RESPONSIBILITIES AND ACCOUNTABILITY

- Greet and assist customers into their party zone.
- Distribution of rental skates and helping guests put their skates on.
- Responsible for setting up, cleaning up, and maintaining party zones and other event spaces.
- Serve food, beverages, and cake to party guests.
- Resolve customer complaints.
- Assist with on-ice skating upon request.
- Ensure each party gets everything included in their package.
- Provide an exceptional birthday experience to the guest of honor and all parents and guests.

REQUIRED KNOWLEDGE AND ESSENTIAL SKILLS

- CPR, AED, Safe Sport, and First Aid Trained (courses will be administered by the AHCI, if not certified).
- Facility Safety Procedures.
- Great communication skills.
- Ability to function in emergency situations without panicking.

MINIMUM QUALIFICATIONS

- Minimum of 16 years of age.
- Dedication to excellent customer service and pride in the facility.
- Prior experience as waitress or party host is preferred but not necessary.
- Skating skills is preferred but not necessary.
- Reliable transportation is required.
- Weekends and flexible availability.

PHYSICAL REQUIREMENTS

- Must be able to lift items up to 25 pounds.
- Must be able to be on your feet for several hours.

DUTIES AND RESPONSIBILITIES

- Keep workstation area clean and organized.
- Monitor, clean, and organize the party zones.
- Report any problems to the manager or supervisor on duty.
- Ability to function in emergency situations without panicking.
- Promote additional sales of party add-ons.
- Dispense skates to party guests as needed and cater to the customer's wishes concerning the appearance and condition of skates.

- Ensure that all trash and debris is cleared from party zone.
- Provide assistance to all customers, when necessary, as well as set the standard for proper behavior.
- Ensure all party gifts and belongings have left with the party guest of honor, otherwise, contact party parents when time allows.
- Be polite and courteous to all customers. Assure that all customers are treated uniformly and with respect.
- Knowledge of all rules and policies regarding rink safety, to include passing a written test administered by AdventHealth Center Ice. See Rules and Policies that are listed below for detailed information that must be mastered.
- Other duties as assigned.

DISCLAIMER

This job description is not an employment agreement or contract. This job description indicates in general terms, the type and level of work performed as well as the typical responsibilities of employees in this classification. The duties described are not to be interpreted as being all-inclusive to any specific employee. Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Nothing in this position description changes the at-will employment relationship existing between the Institution and its employees.

() The Florida minimum hiring age is 14 years of age and all positions involving children under 19 years of age will fall under the **State of Florida** and **Federal Fair Labor Standards Act (FLSA)** regarding child labor laws. AdventHealth Center Ice is an **Equal Opportunity Employer**.*

All hiring decisions are based solely on the applicant's qualifications for the position(s).

*In addition, the AdventHealth Center Ice hiring process includes the successful completion of a **drug test** and **background check**.*