



Job Description / Person Specification

Job Title: Rides Guest Host (Ride Operator or Ride Attendant)

Reporting To: Rides Team Leader/Cover Team Leader

Salary: National Minimum Wage

Benefits: Free ticket allocation
Staff discounts in outlets and restaurants
Free Parking
Subsidised Lunch
Employee Assistance Programme

Job Summary

To perform the role of a Rides Guest Host, working in one of six designated geographic ride areas. This is a fast-paced environment where you will be responsible for operating/attending on rides and attractions safely whilst also delivering a high level of customer service helping to deliver Drayton's fun family memories

You will mostly be working in outside conditions and will be exposed to all weather conditions, so candidates must be prepared for such environments. (Full uniform clothing provided)

Employees must be confident, calm under pressure, hardworking, reliable, smart and well presented, enthusiastic, honest and trust worthy, adaptable to change, capable of working as a part of a positive team with a family spirit or as an effective individual.

Key Duties & Responsibilities

Safety, Service & Standards

- To adhere to guidance from designated ride trainers and use your training material for regular reference during your operational duties.
- To adopt a safety-first attitude by safely operating/attending on your assigned ride and attraction in accordance with the trained procedures and safe working practices provided.
- Ensuring guests heights are accurately checked and that guests comply with all listed ride restrictions, in line with the rider restrictions and the ride Code of Safe Working Practice (COSWP) for your trained and assigned ride.
- Uphold and enforce general company policies, procedures and standards as outlined in Drayton Manor's team handbook.
- To assist guest communications as appropriate and as trained during ride/attraction operation, stoppage or closure. In limited circumstances and subject to further training and specialised deployment, this may include the

use of safety harnesses or other rescue equipment to attend guest locations, as instructed by, and in support of, management controls.

- Record and log ride performance data within the operating day and submit daily report sheets as necessary for the safe and effective operation of your assigned ride/attraction.
- Identify, report to line management, and take controlling action of any hazards or unsafe practises as quickly as possible once identified. Work confidently and respectfully to constructively challenge any poor behaviours or conduct of guests and fellow staff members that may compromise the safe operation of your assigned ride/attraction.
- Ensure PPE (Personal Protection Equipment) is worn as instructed and when applicable during work activity.
- Keep your assigned ride/attraction as well as the immediate surrounding areas and work place clean and tidy in accordance with daily checks procedures and whenever possible during the operating day.
- Contribute to Pre-Operational daily check procedures within your assigned area to ensure the presentation and safe test running of rides are maintained to high standards and your assigned ride is “guest ready” for target opening time.

Guest Experience

- To adopt a positive and helpful attitude at all times when interacting with your guests on your assigned rides or within the general park areas whilst on duty; remembering and respecting at all times that you are representing the DMP business whilst in company uniform.
- Handle your guests in a polite and professional manner to ensure that guest safety and satisfaction are protected and promoted by you – every guest is a VIP!
- Ensure high levels of teamwork are promoted at all times, and demonstrate an “above and beyond” attitude to your work with other DMP team members around you. Seek to ensure that teamwork promotes the best results for our guests, your team, and the family based business.
- Follow company procedures concerning lost property and lost children to ensure the guest experience is securely and safely protected.
- Where guest complaints are raised, ensure these are addressed sensitively without compromising your own safety, or that of your guests, and where necessary redirected a complaint promptly to a management member for timely action.
- Maintain flexibility and skills to handle customers of various ages, ensuring face to face interaction is appropriate to the guest range/profile you are handling in your work.

General

- Carry out any other reasonable duties as directed and trained.
- Deputise for a member of the DMP first line rides management team as and when requested, subject to experience and selection criteria.

Competencies	
Communication	Able to communicate politely and effectively with guests and colleagues.
Taking Responsibility & Achieving Results	Take ownership of your allocated ride and ensure the operation runs smoothly Remain calm and take control of challenging guest situations if they arise.
Leadership & Working with Others	Lead by example through personal demonstration of professionalism and high standards of customer service. Carry out assigned duties with passion, pace and attention to detail.
Developing Self and Others	Build a good understanding and knowledge of policies and procedures relating to the job role and Drayton Manor Park's core values. Helping to nurturing the knowledge and experience of other team members as appropriate.
Building and Maintaining Relationships	Developing effective relationships with all colleagues. Promote teamwork by supporting and assisting those around you and ensure a one-team approach across all areas of work.

Skills and Qualifications	Essential	Desirable
Accredited Qualifications	Basic level of literacy and numeracy	
Non-Accredited Skills, Knowledge & Experience	The ability to visually differentiate between colours. Good communication skills	Experience working in a fast-paced environment. Dealing with large volume of external customers.

Responsibilities	Extent
People	Self, guests and others team members
Financial	None
Use & Care of Equipment	Operational of rides and attractions. Use of ride equipment including PPE and cleaning equipment, and to act like an owner and make every penny count.
Health & Safety	Self, guests and others team members

General Conditions
Flexibility is key due to the nature of the business as working hours may increase at short notice. Flexible working to include weekends and bank holidays