

Taleo Role Profile & Person Specification

Description:

Job Title: Entertainment Host Representative

Department / Business Area: Overseas

Location: Overseas

Overview of Main Responsibilities and Duties:

- Deliver a presentation at all welcome introductions to introduce the entertainment team and programme to encourage maximum attendance.
- Deliver a full and varied programme of daytime and evening activities for the given clientele.
- Deliver light entertainment game shows and events to a professional level.
- To deliver the programme as per the guidelines set out by the E3 Group, following the formats and scripts provided.
- Ensure all props and costumes are handled with care, stored appropriately and well maintained.
- Ensure the activities are advertised by all appropriate means- announcements, PR, notice boards.
- Ensure notice boards are clean, well presented and up to date.
- Promote exceptional public relations.
- Establish a strong working relationship with all staff within the hotel.
- Reconcile/ liquidate the sales of all merchandise and bingo/ holiday rollover income, providing accurate paperwork.
- Secure company money by ensuring that cash handling procedures are adhered to in accordance with the company's asset security guidelines.
- Escalate all incidents according to Thomas Cook escalation procedure and complete all appropriate paperwork.

People Skills

- Excellent verbal communication skills and the ability to converse with different customer demographics.
- The ability to work as part of a team.
- The ability to listen and respond to customer's feedback to ensure you exceed their expectations.
- An enthusiastic and engaging personality.

Decision Making Skills

- The initiative to escalate problems and incidents to the appropriate management in resort.
- The initiative to adapt the programme to match the clientele as per the Entertainment Handbook.

Development Skills

- A willingness to participate in the annual training course, demonstrating an understanding to the required level within each module.
- A willingness to develop skills throughout the season.

Person Specification ;

Presentation:

Essential:

- Smart appearance.
- Good communication skills.
- Professional disposition.
- Professional and courteous manner.
- Confident at presenting

Education and Qualifications:

Essential:

- Educated to GCSE Level (or equivalent).

Desirable:

- Educated within Performing Arts.

IT Skills:

Desirable:

- Knowledge of Microsoft Office, Word and Excel packages.

Experience and Track Records:

Essential:

- At least 1-year experience working in a customer focused environment.

Desirable:

- Previous entertainment experience within the leisure industry.
- Experience of working with different customer demographics.
- Experience of entertaining children.

Personal Qualities:

Essential:

- Hard working and self-motivated.
- Good time keeping.
- Forward thinking and ability to solve problems.
- Ability to follow instruction and adhere to company policies and procedures.
- 100% flexible and willing to work anywhere within the programme.
- Enthusiastic and positive.
- Ability to present to large audience

A key requirement of all Overseas staff is to be 100% flexible. We operate to over 70 Destinations around the world and new staff will be placed once recruited.