



Job Description

Title: EVENT COORDINATOR

Reports to: ASSISTANT MANAGER

Summary of Position:

Provide friendly, responsive service to create an exceptional entertainment experience for our customers. An Event Coordinator's attitude greatly affects how Launch Trampoline Park as a whole is perceived. As Event Coordinator you will oversee the function of all birthday parties & group events. You have seven main functions, servicing birthday parties and group events, verifying waivers, checking groups & parties in and out, preparing jumpers, upselling café items and party add-ons, and adhering to a strict timing schedule.

Duties & Responsibilities:

Event Coordinator Duties:

- Resolve customer complaints
- Page for management assistance when needed/ necessary
- Act as communicator between floor staff and management
- Complete Incident Reports for Birthday Party Area when needed / necessary
- Assist in training new party hosts
- Receive prepared break schedule from Assistant Manager
- Break party hosts when needed / necessary
- Receive & Review party schedule, host schedule and all customer comment cards
- Report any staffing shortages to management immediately & assist in filling if possible
- Support all birthday party hosts; offering party advice, set up & clean up assistance, running food & beverages to and from café & any other functions needed
- Report any product shortages to management
- Report / Log any customer complaints & feedback in appropriate place
- Ensure that all parties & group events have paid in full & completed their Customer Comment card before leaving the facility
- Coordinate with court monitors to set up private dodgeball games.

- Coordinate with Court Supervisor & Management for Joey appearances
- Report problems with cash registers, customers or facility to head cashier or manager on duty.
- Responsible for accurate cash and till management for their drawer.
- Remains diligent and focused during all monetary or credit card transactions so that his or her register is accurate at the end of each shift.
- Receive payment by cash, credit cards, vouchers, or gift cards.

Birthday Party Host Duties:

- Assist customers with waiver completion.
- Verify new customer waivers.
- Prepare customer for jumping to include wristbands and footwear (if applicable).
- Explain all trampoline safety rules to jumpers prior to party jumping.
- Responsible for setting up, cleaning up, and maintaining party tables.
- Adhere to strict party timing schedule.
- Serve food, beverages, and cake to party guests.
- Ensure there is adequate space/seating for all party guests.
- Ensure each party receives everything included in package.
- Provide an exceptional birthday experience to birthday guest of honor and all parents and guests.
- Keep workstation area clean and organized.
- Monitor, clean and organize party zone and café seating areas as needed.
- Restock any and all party supplies and party add-ons as needed.
- Monitor marketing flyer stocks and replenish as needed.
- Promote additional sales of party add-ons and merchandise.
- Ensure that all trash and debris are cleared from party zone.
- Ensure that all chairs, tables and tablecloths are evenly aligned and tidy.
- Ensure all party gifts and belongings have left with the party guest of honor, otherwise, contact party parents when time allows.
- Address thank you note to birthday guest of honor after party has concluded.
- Complete opening and closing duties.
- Performs his or her job in a friendly, courteous manner at all times.
- Performs other related duties as assigned by the Supervisor or Manger.

Qualifications:

- Willingness to be a Team Player and Hard Worker.
- Prior experience as a waitress or party host is preferred but not necessary.
- Must be able to communicate clearly with managers but especially with customers.
- Be able to reach, bend, stoop and frequently lift up to 25 pounds.
- Be able to work in a standing position for long periods of time (up to 10 hours).