



Greenacres Bowl Position Titled CUSTOMER SERVICE REPRESENTATIVE 1

Purpose:

To provide all patrons with prompt, efficient, courteous service. Observe all aspects of our facility and use proper judgement in action taking when handling all situations. Maintaining the highest level of cleaning standards by following the instruction of the Shift Leader.

Essential Duties:

- Checks with Shift Lead for special assignments
- Wipes and cleans all tables, chairs, scoring consoles and anything additional upon request
- Removes debris and clean up any wet and dry spills from tile and carpets
- Assess and cleans all doors and windows
- Assess restrooms for cleanliness, tissue, paper towels, soap, dry floors and fills out checklist
- Assess, cleans, and restocks vending machines
- Cleans all game machines, picture/poster frames and lockers
- Cleans and organizes maintenance supply closet and equipment as needed
- Removes bowling balls from ball returns and places on racks
- Removes chipped and cracked bowling balls from racks and bring to desk for inspection
- Helps stock bar with ice
- Returns glassware to bar, trays to diner
- Removes garbage from building and replaces plastic garbage can liners, as needed
- Discards empty boxes, as needed
- Assists customers with automatic scoring devices
- Assists front desk with lane-to-lane solicitation
- Maintains a safe work environment and works safely
- Provides a safe bowling environment for customers by inspecting all floors and approaches
- Cleans lights and ceiling fans in center
- Sweeps carpets and tiled floors, where needed
- Cleans inside of receptacle areas and trash cans
- Vacuums/wipes all vents, air returns and exhaust vents
- Spot-cleans carpet on request
- Meticulously cleans seating area and consoles after guest leave the area
- Retrieves balls and pins that may become stuck on the lane or gutter
- Assists with setting up meeting room for meetings or parties
- Performs other duties as assigned

Basic Skills:

General housekeeping, math, reading, verbal communication skills. Must have the ability to stand for 8 hours. Must be able to lift 75lbs.

Pay Scale:

Starting Base Hourly Rate: \$13.00 - *PLUS an additional \$3.00/\$4.00 per hour in gratuities*

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