



Greenacres Bowl Position Titled FRONT DESK

Purpose:

To provide patrons with prompt, efficient, courteous service and to ensure that maximum utilization of lanes and equipment is realized through efficient control of the flow of customers based on the schedule events for the day. Maintaining the highest level of cleaning standards by following the instruction of the Shift Leader. Backup and float in other departments as necessary. Understand basic knowledge of current Point-of-Sale (POS) System.

Essential Duties:

- Must have full understanding of the duties of CSR1 and be willing to assist CSR's when needed
- Provides friendly, courteous, polite and helpful customer service
- Must have the ability to work opening and closing shifts
- Cash handling skills are required
- Must keep up to date with current events including pricing, specials, group rates and leagues
- Greets and informs customers of center services, bowling promotions, current prices and specials
- Basic knowledge of the rental shoe locations and proper sanitation/storage of same
- Must understand the POS System (Brunswick Sync) and be able to handle various transactions
- Assesses open-play lanes and assigns them to customers within the guidelines of the Shift Lead
- Operates cash register, control panel, computer and PA (makes announcements)
- Must have the ability to handle basic questions while at the Front Desk or assisting CSR's
- Handles complaints, using best judgement as to which ones to refer to the Shift Leader
- Keeps alert for rowdy customers who may be disturbing others
- Notifies mechanics promptly of any mechanical failures
- Displays league notices, standings, and promotional material
- Directs work of CSR's to ensure that clean conditions are maintained throughout the premises
- Maintains a safe work environment and works safely
- Provides a safe environment for customers by identifying issues and resolving them promptly
- Answers phones and directs calls; hands customer telephone inquiries
- Collects league money (debits and credits); collects money owed for open play
- Gains knowledge of current Pro Shop merchandise for sale at the Front Desk
- Visually inspects rental bowling shoes, clean bottoms, replacing laces when needed
- Reports emergencies to proper authorities
- Attends work regularly and exhibits a positive attitude

Basic Skills:

General housekeeping, math, reading and verbal communication skills. Computer skills, clear speaking voice for PA and telephone, basic telephone skills, good concentration for handling cash. Very outgoing person, able to deal with all situations. Must have the ability to stand for 8 hours. Must be able to lift 75lbs.

Pay Scale:

Starting Base Hourly Rate: \$14.00 - *PLUS an additional \$3.00/\$4.00 per hour in gratuities*

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