



JOB DESCRIPTION

Job Title	Team Member – Equipment Hire
Department	All departments
Reports to	Department Manager

Accountabilities:

1. To be fully conversant with and strictly adhere to all health and safety regulations, food safety regulations, Snozone's Brand Standards and the Snozone People Guide.
2. To ensure you are always aware of Snozone's products and promotions and that the weekly update is always read.
3. To attend all monthly meetings and training programmes where required.
4. To ensure that every opportunity to 'sell up and sell on' is utilised and that options for guests to 'upgrade' are always explained.
5. Engage guests in the value of the Snozone membership.
6. To fulfil your targets and objectives via the bi-annual appraisal process as agreed with your Line Manager.
7. To adhere to the Standard Operating Procedures and ways of working as outlined in your department's Brand Standards.
8. Where applicable, undertake supervisory duties if requested, authorised and supplemented to do so.
9. To work across all departments when requested.
10. To be fully competent at utilising all elements of the booking system, as required within your role.

Responsibilities:

- Provide all our guests and members with the best possible welcome and continuously deliver the Snozone Brand Standards.
- Engage with our guests and members, positively and affirmatively at all times, explaining the benefits of higher yielding products and activities before making future bookings.
- Complete daily check sheets at start and end of day.
- Rental equipment always cleared away, tidy and stored correctly.
- Set out nets correctly as per requirements of the day and clear away at end of day.
- Helmets fully stocked, tidy and sanitised after each use.
- Assist guests with fitting of boots, skis and snowboards as required.
- Complete regular slope pass checks in line with brand standards.
- Check rental returns for damage and transfer faulty equipment to tech room immediately.
- Ensure work tops, flooring, racking and general areas are clean and tidy at all times.

The Person:

- A highly motivated individual who demonstrates outstanding communication skills.
- A commercial operator who is professional and can provide an exceptional guest experience.
- Possesses a very committed and diligent working style.
- Has strong implementation skills

Qualifications:

Good GCSE grades



Able to demonstrate Snozone Values

- We lead by example in everything we do and have a passion for winning.
- We value and support our people.
- We're open, honest and have exceptional standards.
- We believe in teamwork, together we're stronger.
- We're obsessed with providing an outstanding guest service.
- We're always looking to improve our business, its revenue and its efficiency.