



## Role Profile Relief Supervisor

### **Role Purpose:**

To deputise the Supervisor supporting with the supervision of Venue staff, ensuring the smooth running of the premises. Assist in providing excellent Customer Service at all times ensuring every guest has the best experience. To represent the company in a professional manner at all times and promote the Company to ensure we remain the best in the business.

### **Customer Service**

- ✓ To embrace the FISH Philosophy
- ✓ To pass Mystery Shopper Visits
- ✓ To greet and respectfully acknowledge every customer, making every visit a memorable experience
- ✓ To greet and ensure every customer entering your site is acknowledged and treat with equal respect
- ✓ To efficiently provide change to customers
- ✓ To offer refreshments on a timely basis
- ✓ To prepare when required, food & drinks to the highest company standard
- ✓ To learn customers names, and be aware of their preferences
- ✓ To ensure your customers feel valued
- ✓ To assist in positively promoting forthcoming and present activities and promotions
- ✓ To implement promotions with enthusiasm
- ✓ To professionally handle customers comments and complaints
- ✓ To constantly deliver excellent Customer Service
- ✓ To ensure all staff carry out their duties in a respectful and professional manner

### **Product Knowledge**

- ✓ To efficiently report machine faults
- ✓ Understand the games and machines we have to offer in our store
- ✓ Understand each games content so that you can suggest alternative games the customer may enjoy
- ✓ Familiarise yourself with each machines price of play and category
- ✓ Upsell and promote our high jackpot machines
- ✓ Be able to conduct basic checks on machines to ensure lights, sounds and note acceptors work
- ✓ Establish with your Manager what machines are the most successful in your store

### **Sales Building**

- ✓ To ensure all staff perform promotions effectively and enthusiastically
- ✓ To empower and encourage staff to provide ideas
- ✓ To be aware and report competitor developments and promotions

### **Presentation**

- ✓ To perform cleaning duties, maintaining the company standard, as required
- ✓ To clean as you go, maintaining a clean and pleasant atmosphere at all times
- ✓ To ensure all window and other displays are well presented, with all retail goods priced
- ✓ To ensure all premises faults are logged and chased to be rectified
- ✓ To notify your line manager of any required repairs or replacements
- ✓ To complete all required paperwork legibly, neatly and without error
- ✓ To abide by all security procedures
- ✓ To be attentive to your own personal hygiene
- ✓ To wear a Company uniform, ensuring at all times your personal presentation is to the required Company standard

### **Administration**

- ✓ To perform daily float checks and handovers (where required) with two signatures obtained
- ✓ To ensure correct monies are kept in time-lock, day-safe or safe compartments
- ✓ To ensure correct banking procedures are performed as required
- ✓ To be responsible for all Company monies, tokens, vouchers and stock
- ✓ To ensure all Purchase Orders are fully completed
- ✓ To ensure all paperwork is legible and correct
- ✓ To investigate any anomalies, reporting any findings to Venue Manager/Area Manager

## **Staff Issues**

- ✓ To support the Supervisor and Venue Manager in securing references on all new employees
- ✓ To support the Supervisor and Venue Manager in ensuring all new employees receive a full induction and training on commencement
- ✓ To inform your line manager of any concerns or problems

## **Security**

- ✓ To ensure full adherence of the Security Manual
- ✓ Two people to be present at opening and closing (unless otherwise authorised by Area Manager)
- ✓ To respond to 'Alarm' call-outs as and when necessary
- ✓ To ensure the Alarm callout list is up to date and all information is correct
- ✓ To ensure all designated staff are aware of the Alarm callout
- ✓ To ensure all keys are signed for, as per company guidelines
- ✓ To inspect I.D. of all visitors

## **Health & Safety**

- ✓ To be aware of, and implement all Health & Safety policies and procedures
- ✓ To ensure all staff are fully trained in all areas of Health & Safety
- ✓ To ensure fire drills are performed and recorded monthly and all staff attend a minimum of two drills per year
- ✓ To ensure weekly fire alarm testing is performed and recorded
- ✓ To be constantly alert to hazards and/or obstructions, taking action if/when required
- ✓ To assist with the performing of regular checks and inspections. Recording all findings

## **IT**

- ✓ To have a good understanding of IT and basic computer systems such as Microsoft office and e-mails
- ✓ To effectively update the Company's Cascade system, maintaining staff contractual and personal details
- ✓ To create and amend rota's and manage time off requests for all staff on the Shopworks systems.

## **Other Duties/Responsibilities**

- ✓ To be competent in Sentinel/Chainway/Future Logic Functionalities
- ✓ To constantly work as part of the team
- ✓ To be available for staff meetings
- ✓ To perform any other reasonable requests from your line manager

I understand and accept the job duties and responsibilities contained in this job description.

Signature: \_\_\_\_\_

Print: \_\_\_\_\_

Date: \_\_\_\_\_