JOB DESCRIPTION

| **Title** | BOWLING ALLEY ATTENDANT | | |
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| **Reports To** | [INSERT TITLE] | | |

**Job Purpose**

The **Bowling Alley Attendant** is responsible for enhancing the customer experience at [Organization Name] by providing equipment, maintaining lanes, and offering support and guidance to patrons. The purpose of this role is to ensure a smooth and enjoyable experience for visitors, keeping the facility clean and the equipment in good condition.

The ideal Bowling Alley Attendant is customer-oriented and attentive to the diverse needs of patrons, working diligently to make every visit a positive one.

**Duties and Responsibilities**

Responsibilities include:

* Providing customers with bowling shoes, balls, and other necessary equipment, ensuring they are in good condition.
* Cleaning and oiling the bowling lanes, maintaining the pin setting machines, and making minor repairs as needed.
* Assisting customers with lane assignments, instructions on using the scoring system, and answering any questions related to the game.
* Ensuring all safety guidelines are followed by customers and staff, including proper use of equipment and following sanitation protocols.
* If applicable, serving or coordinating food and beverage services to customers.
* Managing reservations, tracking equipment usage, and handling cash transactions or payments if necessary.
* Regularly cleaning and sanitising common areas, restrooms, and other parts of the facility.
* Other related duties as assigned.

**Key Qualifications**

* High school diploma or GED.
* Previous experience in a customer service or hospitality role, particularly in entertainment or recreational settings.
* Familiarity with bowling equipment, including the pinsetter machines, ball returns, and lane maintenance equipment.
* Knowledge of safety procedures, including what to do in emergencies or when machinery malfunctions.
* Food Handlers certification is an advantage

**Core Competencies**

* Ability to provide excellent service to guests, ensuring they have a positive experience.
* Able to manage transactions accurately, ensuring correct change and maintaining cash register balances.
* Ability to work collaboratively with colleagues to ensure smooth operation of the bowling alley.
* Ability to communicate clearly and effectively with guests and co-workers.
* Ability to quickly address and resolve any issues or concerns that may arise during a shift.
* Capacity to adapt to different scenarios or unexpected challenges that may arise during a shift.

**Working Conditions**

* The standard work week for this position is [insert #] hours.
* The standard business hours for this position are [insert core hours].
* Overtime and hours worked outside of the standard work schedule may be required.
* Most of the work is done indoors in the bowling alley.
* Exposure to loud noises from bowling activities.
* Standing for extended periods, cleaning lanes, and occasionally moving or lifting objects up to XX lbs.
* Continuous interaction with customers, requiring patience and professionalism, especially during peak hours.