

Gamemaster Job Description

This document provides you with a written statement of the main duties that you are required to perform in your job of **Gamemaster**. This is not an exhaustive list and you are expected to perform any reasonable tasks that your manager requests, whilst always maintaining exemplary levels of professionalism, quality and customer service.

Job Location: **History Mystery Norwich (all sites within the city and suburbs)**

Manager: **Shift Manager (Lead Gamemaster or Site Manager depending on shift)**

Manages: **Self and Customers**

Job Purpose

The main purpose of the job is to run escape games and ensure the best possible customer experience from the moment the customer arrives. This includes ensuring that games are properly prepared and that a safe and appropriate environment is always maintained.

Main Duties (listed in order of importance)

1. Greet customers in a friendly and upbeat manner, confirm or complete their booking using Checkfront or paper, and ensure they are ready for their game.
2. Carry out the pre-game briefing, following the game-specific script and ensuring that all key points are covered from the game-specific checklist.
3. Fully supervise the game from beginning to end, either remotely using CCTV and a typed or spoken clueing system, or in person as an in-game character.
4. Complete the game experience in a friendly and upbeat manner with a personalised de-brief, taking a team photo, distributing cards, inviting return and escorting out.
5. Resetting the game room to the exact specification of the game-specific reset list, double checking that it is ready for the next game and completing Facebook posts.
6. Cover reception and deal with any face-to-face or telephone bookings or enquiries between games and assist in the daily opening-up and closing-down of the site.

Additional Duties (as required from time to time)

1. Cleaning game rooms as required, including vacuuming and dusting all in-reach surfaces and wiping down all props and locks.
2. Making emergency repairs and replacements to damaged or broken game items and reporting any potential wear and tear to the Shift Manager.
3. Distributing leaflets to the public and attending the company stand at exhibitions.
4. Participate in the preparation, building and testing of new sites and games.

Responsibilities and Delegated Authorities

1. Taking payment for bookings in cash or by card using the Checkfront system and referring any requests for refunds to the Shift Manager.
2. Ensure a safe working environment for self, other staff and customers by dealing with immediate H&S issues and reporting any potential risks to the Shift Manager.