



Game Master

Job Description

This document provides you with a written statement of the main duties that you are required to perform in your job of Game Master at Escape for Real. This is not an exhaustive list and you are expected to perform any reasonable tasks that the Director of the Company requests, whilst always maintaining exemplary levels of professionalism, and exceptional customer service.

Job Location: Units 42/44, iCentre, Howard Way, Newport Pagnell, MK16 9PY

Reports to: Operations Manager

Manages: Yourself (operates without regular supervision) and your game players

Working hours: Flexible hours as required during week and weekend shifts, from 9.30 am to 10 pm

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 to the moment they receive their photo by email. This includes ensuring that games are properly prepared and that a safe and appropriate environment is always maintained.

Main Duties

1. Greet customers in a friendly and upbeat manner, confirm or complete their booking using the booking system or paper, and ensure they are ready for their game.
2. Carry out the pre-game briefing, following the game-specific script and ensure that all key points are covered from the game-specific checklist, including the health and safety instructions.
3. Fully supervise the game from beginning to end using CCTV and give clues when necessary via a spoken clueing system.
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. Send the "Thank you" email with the customer's photo.
5. Reset 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 Instagram/Facebook posts.
6. Organise the daily opening-up and closing-down of the site.
7. Clean game rooms as required, including vacuuming and dusting all in-reach surfaces and wiping down all props and locks.
8. Make emergency repairs and replacements to damaged or broken game items and report any potential wear and tear to Operations Manager.
9. Take payment for bookings in cash or by card and refer any requests for refunds to Operations Manager.
10. Cover reception and deal with any face-to-face telephone or email bookings or enquiries.
11. Ensure a safe working environment for self, other staff and customers by dealing with immediate H&S issues and reporting any potential risks to Operations Manager.