



ALL POSITIONS - Edmonton

Game Masters/Reception

Our exquisite designs custom built in our Escape Emporium Edmonton location offer out of this world adventures for teams and groups of friends and coworkers. The teams are immersed in a live interactive adventure that challenge them to explore their creativity, problem solving skill, communication and collaboration skills pushing them to solve puzzles, riddles, find hidden clues and solve mysteries embedded in our adventure scenarios.

Exit Pursuit Entertainment Inc. mission is to provide state of the art entertaining experience to exit game fan community, in a high quality environment while ensuring that customers receive excellent service. Our goal is to be the preferred entertainment venue for corporate team building events and University students alike.

If you are fun, outgoing and energetic we want to hear from you!

Primary Function:

Be a member of our amazing Escape Emporium team and provide a fun, safe, entertaining experience to all our customers!

Essential Functions:

- Be a facilitator and ensure all guest receive the utmost care possible.
- Greet guests as they arrive with a friendly, fun demeanour, by smiling and making eye contact.
- Operate computer efficiently to input game bookings and make sales transactions, including cash, debit and credit transactions promptly and accurately.
- Go over rules and "missions" with each group and communicate key objectives of the game to customers by doing a briefing in a timely, entertaining manner.
- Monitoring games in play via security system and provide clues to the groups when needed.
- Answer any questions about the games from walk-in groups.
- Perform the debriefing after the game, ensure the customers have a wonderful experience and remembers the positive experience; encourage positive feedback.

ADDRESS: 1103 95 SW Street, Edmonton, Alberta T6X 0P8

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- Take picture of the team after each game with the appropriate props for the game they performed.
- Reset the rooms for the next game.
- Perform regular maintenance checks and duties during a shift to ensure the location is clean and neat at all times.(Daily cleaning duties.)
- Take reservations, recording group bookings accurately and completely.
- Answer telephones within three to five rings; provide information regarding our offerings in a helpful, friendly manner utilizing suggestive selling techniques.
- Post the pictures on our social media and perform other marketing tasks (such as but not limited to social media, blogging, customer visits and advertisement tasks).
- Complete opening/closing procedures as instructed by the Manager on duty.
- Arrive on time well groomed and ready to have fun.
- Abide by the Company Code of Conduct.
- Any other tasks that are requested by the hiring manager

Must have`s :

Customer service experience, hotel industry experience, retail, service, entertainment or recreational industry or have been active in school or community committees.

Positive outgoing attitude and enjoy working with people in a casual environment.

Must love talking to and interacting with customers and love to learn new things.

Flexible schedule and strong work ethics.

Work Locations: Edmonton South

Job Type: Full time or Part-time available

Exit Pursuit offers competitive compensation packages, including incentive payments for part time and full time employees.

Submit your resume and cover sheet at info@theescapeemporium.ca

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