



Madame Tussauds & The San Francisco Dungeon

Fisherman's Wharf San Francisco, CA 94133

www.madametussauds.com/san-francisco | www.thedungeons.com/san-francisco



Business Description:

Do you have the Magic in you to create memorable experiences all for the love of fun? Do you wish to cast a spell of laughter and enjoyment to the people around you? Want to join a team that creates smiles and memories globally on a daily basis. Then you have the magic to be Team Merlin at Madame Tussauds San Francisco and The San Francisco Dungeon!

Madame Tussauds is the ultimate celebrity fun day out, where else can you get up close and personal with A-List celebrities, sporting legends, political heavyweights and historical icons and relive the lives, events and moments that made the world talk about them. The San Francisco Dungeons is an experience that will inform and entertain, is scary but fun, that sees the funny side of horror and is grippingly captivating. Humor sets Dungeons apart with this actor-led live show as it trawls through history and brings every visitor face-to-face with the chilling truth of our past.



Job Descriptions: *We are looking for positive, outgoing, and energetic people. These are customer-facing positions, which require a lot of person-to-person engagement. There are detailed job descriptions at the end of this document.*

Guest Experience Hosts: Come experience both the glittering world of fame at the world's best known wax attraction and the dark history of San Francisco's past. As a Guest Experience Host, you will help to create lifelong memorable experiences in our attraction for our guests. Rather it's escorting our guests down the red carpet or taking a picture of them while they are striking a pose with world leaders, when you are part of Team Merlin, you walk among the stars! Working in a variety of positions across the attraction, you will drive repeat visits by delivering the highest possible standards of guest service, presentation, and product knowledge. You will ensure that our guests are receiving optimal fun by connecting with them in a magical, fun, and safe environment. The **wage is \$15.00/hour**. There are **10 positions available**.

Dungeon Keeper: The scope of this role is to provide outstanding customer service to all guests entering and visiting the San Francisco Dungeon by providing them with the scary fun experience that the attraction has to offer through positive and safe guest interactions. This part time role is a flexible position that works throughout the Performance Department in both ride experience positions and greeting and grouping together guests at the attraction entrance. The **wage is \$15.00/hour**. There are **10 positions available**.

Work Hours: You should expect to work about **32 hours/week**. There is a possibility that you could work up to 40 hours/week depending on how busy we are. To sign up for and receive shifts you will use an online platform called 'When To Work'. Schedules are posted two weeks in advance per California law. 'When To Work' provides you with the option to pick up open shifts and to trade shifts, both pending manager approval. The only time the employee hours are subject to change is if an employee calls out.

Time Off Requests: Time off requests need to be submitted **at least 14 days in advance**. We cannot guarantee that all of your requests will be approved. In the past we have had issues with large groups of students submitting time off requests for the same week or weekend. Unfortunately we cannot approve time off requests for large friend groups, as we need employees to work.

Work Start Dates: You should plan your U.S. arrival so you can begin working **June 1 – June 15**. You can begin working as soon as you provide us with a copy of the receipt from the Social Security Office.

Work Finish Dates: We are looking to hire candidates who can finish working **August 15 – September 2**. The later you can stay, the better. You must be as upfront and honest about your end date as possible.

Uniform: Our uniform requirements are all black jeans with all black shoes/sneakers. We will provide a shirt, jacket, and nametag. The nametag must be worn on the outer layer of your uniform at all times.



Interviews: We will be interviewing candidates individually.

Housing Information: Madame Tussauds does not provide housing for our seasonal staff. However we are able to point you in the right direction and assist you with choosing the right website to help you on your accommodation search. The internet is going to be the best way to find housing. Sites like Craigslist, Airbnb, and Apartments.com have been successfully utilized by Irish J-1 participants in the past. You should speak with your friends who have done the program before to see if they have helpful tips as well. If you have any issues with finding accommodation, please contact InterExchange.

Area Description: The Bay Area is known for its diverse culture, great weather and endless sights. This provides a vast variety of nightlife, dining and amazing sightseeing experiences. Fisherman’s Wharf, on the northern waterfront, is one of the city’s busiest tourist areas. Souvenir shops and stalls selling crab and clam chowder in sourdough bread bowls appear at every turn, as do postcard views of the bay, Golden Gate and Alcatraz. There’s also a colony of sea lions to see and historic ships to tour. At Ghirardelli Square, boutiques and eateries reside in the famed former chocolate factory.





Title	<u>Guest Experience Host</u>	Job Grading <u>G</u>
Reports to	<u>Duty Manager</u>	Job Grading <u>E</u>
Status	<u>Part-time</u>	Classification <u>Non-exempt</u>

SCOPE OF JOB
<p>The scope of this role is to provide outstanding customer service to all guests entering and visiting a Merlin Attraction by providing them product knowledge and the experience that the attraction has to offer through positive guest interactions. This part time role is a flexible position that works throughout the Operations Department in both sales and customer facing guest experience positions.</p>
KEY OBJECTIVES
<ul style="list-style-type: none"> ➤ Demonstrates a passion for superior guest service. ➤ Have a working knowledge on all exhibits in order to deliver updated and correct product information. ➤ Consistently create a positive and memorable experience to our guests. ➤ To take a proactive approach to sales to ensure that daily spend per head goals are met each day. ➤ Consistently create a positive and memorable experience to our customers.
KEY RESPONSIBILITIES
<ul style="list-style-type: none"> ➤ Provide a courteous, efficient, helpful, and entertaining service to our guest by asking open-ended questions, anticipating guest needs, and providing assistance with ticket selection. ➤ Demonstrates a strong sales approach, maximizing the department's sales goals by suggestive selling and upselling techniques. ➤ Adopts an enthusiastic, assertive, and passionate approach to guest service, and demonstrates the Merlin Values at every opportunity. ➤ Ensure all transactions are processed accurately considering rates, promotions, vouchers, and discounts. ➤ Maintain the highest standards of accurate and efficient cash handling procedures, while monitoring guest flow during transactions. ➤ Ensure all public areas have well stocked displays and point of sale, ready for the attraction opening and that the areas are maintained and kept in a clean and tidy manner throughout the day. ➤ To follow opening and closing procedures as detailed in the department's operating plan. ➤ To greet all guests with eye contact, a smile and a verbal greeting on every transaction. ➤ To issue a receipt and a passing pleasantry on every transaction. ➤ Always be in full, proper uniform. ➤ Attend Operation meetings and all staff meetings as scheduled. ➤ Takes the opportunity to get involved in team meetings and is forthcoming with

<p>improvement ideas or feedback for the team.</p> <ul style="list-style-type: none"> ➤ Responsible for the delivery of fantastic KPI results, including satisfaction >93%, customer service >90%, staff made my day >90%. ➤ Other duties and responsibilities as assigned. ➤ Interpret all areas of the attraction in a fun, exciting way. ➤ Interact with guests and offer stories and information about the attraction and answer questions as needed. ➤ Always welcome guests into your area and offer a passing pleasantry.
<p>Qualifications</p>
<ul style="list-style-type: none"> ➤ Excellent customer service skills ➤ Proven passion for sales ➤ Fun, positive attitude. ➤ Strong communication skills ➤ Ability to work independently or as part of a team ➤ Flexible availability (weekends are a MUST) ➤ Experience dealing with large crowds a plus ➤ Ability to prioritize multiple guests and cash handling ➤ Ability to maintain a high level of enthusiasm while doing repetitive work ➤ Reliable and punctual
<p>Health & Safety</p>
<ul style="list-style-type: none"> ➤ Ensure full compliance of policies and procedures set forth within the Health, Safety & Security in the workplace and in line with the Merlin Entertainments Policy. ➤ Understand risk assessments within own workplace and ensure reporting of any new risks to appropriate line manager. ➤ In compliance of safe working procedures in place for work activities within one's job role. ➤ In cases of incidents or accidents ensure appropriate reporting is done in a timely manner.

See next page for physical demand requirements

PHYSICAL REQUIREMENTS

A. SITTING:

1. None (0%)

2. Occasionally (1-33%)

3. Frequently (34-66%)

4. Constantly (67-100%)

J. WRIST DEVIATION (SIDE TO SIDE):

1. None (0%)

2. Occasionally (1-33%)

3. Frequently (34-66%)

4. Constantly (67-100%)

B. STANDING:

1. None (0%)

2. Occasionally (1-33%)

3. Frequently (34-66%)

4. Constantly (67-100%)

K. HAND/WRIST REPETITIONS (UP AND DOWN):

1. None (0%)

2. Occasionally (1-33%)

3. Frequently (34-66%)

4. Constantly (67-100%)

C. WALKING:

1. None (0%)

2. Occasionally (1-33%)

3. Frequently (34-66%)

4. Constantly (67-100%)

L. REACHING:

1. None (0%)

2. Occasionally (1-33%)

3. Frequently (34-66%)

4. Constantly (67-100%)

D. LIFTS AND CARRIES:

1. Up to 10 pounds

2. 11 to 24 pounds

3. 25 to 34 pounds

4. 35 to 50 pounds

5. 51 to 74 pounds

6. 75 to 100 pounds

7. Over 100 pounds

FREQUENCY:

None Occasionally Frequently Constant

None Occasionally Frequently Constant

None Occasionally Frequently Constant

None Occasionally Frequently Constant

None Occasionally Frequently Constant

None Occasionally Frequently Constant

E. LIFTS OVERHEAD:

1. Up to 10 pounds

2. 11 to 24 pounds

3. 25 to 34 pounds

4. 35 to 50 pounds

5. 51 to 74 pounds

6. 75 to 100 pounds

7. Over 100 pounds

FREQUENCY:

None Occasionally Frequently Constant

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None Occasionally Frequently Constant

F. TWISTING:

1. None (0%)

2. Occasionally (1-33%)

3. Frequently (34-66%)

4. Constantly (67-100%)

M. GRASPING:

1. Simple: < 50 pounds

2. Firm: > 50 pounds

G. BENDING:

1. None (0%)

2. Occasionally (1-33%)

3. Frequently (34-66%)

4. Constantly (67-100%)

N. MANUAL DEXTERITY/STRENGTH:

1. Gross motor, light-moderate strength

2. Gross motor, moderate - heavy strength

3. Fine motor, light-moderate strength

4. Fine motor, moderate - heavy strength

**H. SQUATTING/KNEELING/CRAWLING/
CLIMBING:**

1. None (0%)

2. Occasionally (1-33%)

3. Frequently (34-66%)

4. Constantly (67-100%)

O. PUSHING:

1. None (0%)

2. Occasionally (1-33%) _____ lbs

3. Frequently (34-66%) >50 lbs

4. Constantly (67-100%) _____ lbs

I. PULLING:

1. None (0%)

2. Occasionally (1-33%) _____ lbs

3. Frequently (34-66%) >50 lbs

4. Constantly (67-100%) _____ lbs

VISUAL REQUIREMENTS**HEARING**

P. VISUAL REQUIREMENTS:

1. Close eye work (small figures)

2. Color discrimination

- Minimal color discrimination

- Normal color discrimination

3. Other: Depth perception, distance vision, ability to focus.

Q. HEARING REQUIREMENTS:

1. Special requirements

Able to consistently fulfill communication needs. (alarms, phone ringing, conversation, clear acuity within 100 feet)

PHYSICAL REQUIREMENTS**WORKING CONDITIONS**

R. TEMPERATURE:

1. < 15 degrees Fahrenheit

2. Between 16 and 95 degrees

3. > 95 degrees

U. DRIVING:

1. None (0%)

2. Occasional (1-33%)

3. Frequent (34-66%)

4. Constant (67-100%)

S. CRAWL SPACE/CRAMPED POSITION:

1. Exposed < 1 hour per day

2. Exposed 1-3 hours per day

3. Exposed 3-7 hours per day

4. Exposed > 7 hours per day

V. NOISE (LOUD/REPETITIVE, < 85 DECIBELS PER OSHA STANDARD):

1. None (0%)

2. Occasional (1-33%)

3. Frequent (34-66%)

4. Constant (67-100%)

T. PERSONAL PROTECTIVE EQUIPMENT (E.G. RESPIRATORY MASK, ETC.)

1. None (0%)

2. Occasional (1-33%)

3. Frequent (34-66%)

4. Constant (67-100%)

OTHER

W. SPECIFY ANY OTHER REQUIREMENTS OR RESTRICTIONS THAT SHOULD BE CONSIDERED.

I hereby acknowledge that I have read the Job Description provided in regards to this position. By signing, I acknowledge that I fully understand the expectations and requirements for the position, and will work to the best of my ability to achieve them on a daily basis.

Employee Name (Print)

Date

Employee Name (Signature)

Date



Title Guest Experience Host Dungeon Keeper Job Grading G

Reports to Performance Manager Job Grading D

Status Part-time Classification Non-exempt

SCOPE OF JOB

The scope of this role is to provide outstanding customer service to all guests entering and visiting the San Francisco Dungeon by providing them with the scary fun experience that the attraction has to offer through positive and safe guest interactions. This part time role is a flexible position that works throughout the Performance Department in both ride experience positions and greeting and grouping together guests at the attraction entrance.

KEY OBJECTIVES

- Demonstrates a passion for superior guest service.
- Demonstrates a passion for health and safety.
- Have a working knowledge of the attraction in order to deliver a scary fun experience for guests.
- To take a proactive approach to the health and safety of guests while operating attraction rides each day.
- Consistently create a positive and memorable experience to our customers.

KEY RESPONSIBILITIES

- Provide a courteous, efficient, helpful, and entertaining experience to our guests by anticipating guest needs, and providing a safe and fun environment.
- Demonstrates a strong understanding of safety and customer service.
- Adopts an enthusiastic, assertive, and passionate approach to guest service, and demonstrates the Merlin Values at every opportunity.
- Ensure that guests are accurately counted and grouped together to experience the attraction.
- Maintain the highest standards of safety, accuracy and efficiency when loading guests onto rides or operating rides within the attraction.
- Ensure your attraction areas are ready for the attraction opening and that the areas are maintained and kept in a clean and tidy manner throughout the day.
- To follow opening and closing procedures as detailed in the Performance department's operating plan.
- Always be in full, proper uniform/costume.
- Attend Performance meetings and all staff meetings as scheduled.
- Takes the opportunity to get involved in team meetings and is forthcoming with improvement ideas or feedback for the team.
- Responsible for the delivery of fantastic KPI results, including satisfaction >93%, customer service >90%, staff made my day >90%.
- Interpret all areas of the attraction in a fun, exciting way.
- Interact with guests and offer stories and information about the attraction and

<p>answer questions as needed.</p> <ul style="list-style-type: none"> ➤ Always welcome guests into your area with eye contact and offer a themed greeting. ➤ Other duties and responsibilities as assigned.
Qualifications
<ul style="list-style-type: none"> ➤ Excellent customer service skills ➤ Fun, positive attitude. ➤ Strong communication skills ➤ Ability to work independently or as part of a team ➤ Flexible availability (weekends are a MUST) ➤ Experience dealing with large crowds a plus ➤ Ability to maintain a high level of enthusiasm while doing repetitive work ➤ Reliable and punctual
Health & Safety
<ul style="list-style-type: none"> ➤ Ensure full compliance of policies and procedures set forth within the Health, Safety & Security in the workplace and in line with the Merlin Entertainments Policy. ➤ Understand risk assessments within own workplace and ensure reporting of any new risks to appropriate line manager. ➤ In compliance of safe working procedures in place for work activities within one's job role. ➤ In cases of incidents or accidents ensure appropriate reporting is done in a timely manner.

See next page for physical demand requirements

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Employee Name (Print)

Date

Employee Name (Signature)

Date