

## **Job Title: Greeting Elf**

Reporting to: Christmas MOD

Reporting into: N/A

### **What you'll be doing:**

To create a warm and welcoming experience for all guests visiting Santa's Lodge and attending Christmas sessions. The Greeting Elf will be responsible for guest interactions, managing arrivals, providing transportation to Santa's Lodge via buggy, and ensuring guests feel fully immersed in the festive atmosphere. This role focuses on hospitality rather than performance.

### **Key Responsibilities:**

#### **General:**

- Actively demonstrate and promote Bluestone's company culture, core values and behaviours.
- Adhere to Bluestone's company policies and procedures.
- Follow all company Health & Safety and fire procedures.
- Report faulty equipment, potential hazards, or maintenance issues to the relevant manager in a timely manner.
- Notify your line manager of any absences in line with the Absence Management Procedure.
- Ensure compliance with recycling and environmental initiatives.
- Contribute to an inclusive and accessible environment for guests and employees.
- Due to the safety critical nature of this role, the employee must participate in routine Health Surveillance provided by Bluestone.
- An enhanced DBS Check is required for this role.
- Contribute to the positive reputation of Bluestone by exhibiting professionalism and discretion.
- Participate in tasks across departments as required, supporting the overall success of Bluestone's operations.

#### **Specific:**

##### **Genuine Care**

- Welcome guests with a friendly and engaging attitude, ensuring a positive first impression.
- Provide clear directions and assistance to guests regarding session times and locations.
- Maintain professionalism and enthusiasm while engaging with guests and colleagues.
- Greet and assist guests as they arrive for their Christmas experience, providing information and answering any queries.
- Drive buggies safely and efficiently, transporting guests to Santa's Lodge with a cheerful and engaging attitude.
- Act as a Lodge Elf, welcoming guests into Santa's Lodge, guiding them through the experience, and ensuring they feel the magic of Christmas.
- Assist families with accessibility needs, ensuring all guests can enjoy their visit comfortably.
- Support the Entertainment team during staple Christmas entertainment shows & sessions through ushering and joining in with our guests.

##### **True Ownership**

- Ensure the guest waiting areas, buggy stations, and Santa's Lodge entrances remain clean and tidy at all times.
- Assist in maintaining festive decorations and seasonal theming to enhance guest immersion.
- Keep guest pathways and transport routes clear and well-organised.
- Assist guests in using any digital booking or check-in systems to ensure smooth arrivals.
- Support digital engagement by directing guests to festive photo points and interactive digital elements within Santa's Lodge.
- Handle guest concerns with professionalism and escalate any issues to the relevant team members when necessary.

### **Grow as a Team**

- Support the management team in improving processes to enhance the guest arrival and transition experience.
- **Team Collaboration:** Work collaboratively with other entertainers and staff members, supporting each other to deliver seamless entertainment experiences.
- **Communication:** Maintain open and positive communication within the team, ensuring that everyone is informed and prepared for each day's performances and activities.
- **Training & Development:** Participate actively in training and rehearsal sessions, remaining open to feedback and continually improving your performance techniques and interpersonal skills.
- **Team Morale:** Foster a positive and supportive environment where every team member feels motivated and valued, contributing to a high-performing entertainment team.

### **Skills and experience you will bring us:**

#### **Essential:**

- Previous customer service or hospitality experience.
- Strong communication and interpersonal skills.
- Ability to remain friendly and engaging in all guest interactions.
- Excellent time management and organisational skills.
- Ability to provide clear directions and assistance to guests.
- Safe and responsible approach to driving buggies.
- Driving is core to this role.
- Own reliable transport to and from work.
- Availability from October

#### **Desirable:**

- Experience in a themed attraction or guest-facing hospitality role.
- Knowledge of accessibility needs and inclusive guest service practices.
- Basic understanding of digital check-in systems or interactive guest experiences.

#### **Personal Attributes/Competencies Required:**

- Excellent personal presentation.
- Friendly and welcoming attitude.
- Enthusiastic team player with a positive "can-do" attitude.
- Ability to prioritise and organise workload efficiently.
- Strong guest focus, ensuring only the highest standards of service are delivered.
- Effective interpersonal skills to engage with guests of all ages.