

## **Admissions Host**

**We are currently looking for applicants that can work weekdays with the occasional weekend availability.**

### **ABOUT US**

Do you want to work in the biggest indoor city in London? Designed to empower and entertain kids, KidZania gives children the chance to challenge themselves and explore the world of opportunities. If your child has ever dreamt of becoming a pilot, a firefighter or the next award-winning dancer, watch their excitement as they try out real life activities! The concept effectively gives kids their first taste of independence and gets them thinking what they might want to be in the future. KidZania London offers 4-14-year olds exciting real life activities and has welcomed over 1.4 million children since opening in June 2015; Spanning over 75,000sq of Westfield London, Shepherd's Bush!

### **THE ROLE**

Working within our British Airways Airport, our Admissions Hosts deliver exceptional customer service from the very beginning of their journey with us. You will have the opportunity to work at our Sales Desks, Check-in and Immigration. Extroverted in nature you will be confident in speaking to large volumes of guests, performing an animated level of service. The Admission Host will also work in our retail area where you would replenish the shop and take pride in how our products are displayed and the experience our shoppers receive.

Interacting with the kids and their parents you will:

- Be the first point of contact for all visitors
- Provide excellent customer service to all visitors
- Share your knowledge and experience of our City to ensure they get the best from their visit.
- Ensure the purchasing of our tickets and promotions at the sales desk is efficient and accurate to our visitors' needs.
- Role play at the check-in desk to ensure the kids are allocated their boarding passes and security bracelets.

### **ABOUT YOU**

We are looking for individuals who are:

- Hardworking and have a can-do attitude
- Outgoing and confident with an enthusiastic and engaging personality
- Exceptional team players with excellent communication skills
- Well presented with a friendly manner
- Passionate about customer service
- Ability to upsell and promote products to large groups of people
- Excited about the opportunity of educating our future generation
- Previous customer service experience would be preferred however not essential

## **RATES OF PAY & BENEFITS**

The rates of pay for these positions are:

- £10/hour if 23 or over
- £9.50/hour if between 21 – 22
- £8.72/hour if under 21

We also offer the following fantastic benefits:

- Free and Discounted KidZania Tickets
- Various Westfield Discounts
- 25% Discount in our retail shop and KidZania Birthday Parties
- 40% off on-site food & beverage outlets
- Convenient on-site parking
- Development opportunities
- Various training courses

## **APPLY TODAY!**

If you believe you are our ideal candidate and excited about the prospect of joining our amazing team then apply today.

For any questions regarding the vacancy, please do not hesitate to contact the Human Resources Team at [careers@kidzania.co.uk](mailto:careers@kidzania.co.uk).

## **THINGS TO NOTE:**

**Recruitment Agencies:** We are not currently working with any recruitment agencies. As such, we do not accept any speculative CV's and/or Candidate Profiles and are, therefore, unable to consider these.

**Location:** We are based in Westfield London, Shepherds Bush W12

**Right to work:** You must personally hold the right to work in the UK – We are unable to support with Visa applications at this time.