

Customer Service Host

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 in team, the Customer Service Host will respond to all pre-visit enquiries and post visit feedback, whilst covering a Reception area.

This is a hands on role and will involve dealing with questions and queries, issuing tickets and visitor passes, taking telephone calls, responding to emails as well as handling some challenging situations.

The Customer Service Team will be pro-active in terms of providing information where required, will liaise with various departments to ensure our visitors' expectations are exceeded.

This role will also need to support the Admissions team during busy and peak periods with

ABOUT YOU

We are looking for individuals who are:

- Hardworking and have a can-do attitude
- Able to work in a fast environment
- Exceptional team players with excellent communication skills
- Well presented with a friendly manner
- Confident speaking on the phone and face to face with customers
- Passionate about customer service
- Excited about the opportunity of educating our future generation
- Forward thinking, proactive and solutions focussed
- Resilient and able to maintain a positive attitude and approach

Previous customer experience would be desirable for this role, however we look for candidates with a can do attitude.

RATES OF PAY & BENEFITS

We are recruiting for a full-time position on a permanent contract, any 5 out of 7 days.

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
- Westfield Discounts
- 25% Discount in our retail shop and KidZania Birthday Parties
- 40% off of 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.

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.