

# Waverly Bowl Inn

## Job Description

Title: Customer Service/Sales  
Department: Service/Bowling  
Reports To: General Manager

### Job Summary:

Be customer and service oriented. Help customers with bowling needs; including setting up lanes, birthday parties, and minor mechanical duties. Assist kitchen staff in customer service, some food and beverage preparation and delivery. Talk with customers regarding bowling promotions and leagues.

### Unique Job Requirements:

Minimum age for position is 18 years of age for serving alcoholic beverages. Comply with Waverly Bowl Inn policies and procedures. Be able to handle constant interruptions and heavy customer contact in a sometimes loud and fast paced environment. Must be willing to learn and perform minor mechanical functions on pin spotter machines. Must be able to work independently and prioritize job functions effectively.

### Job Tasks Include:

1. Greet customers timely and with a smile.
2. Be knowledgeable in bowling and other specials WBI offers.
3. Anticipate the customers' needs.
4. Prepare for each shift by checking reservation book and set up any parties.
5. Accurately cash out customer tabs.
6. Help kitchen staff with orders and delivery of food/beverage.
7. Help kitchen staff with preparation of food/beverage when needed.
8. Clear and clean tables after customers.
9. Keep center clean during and after your shift including vacuuming.
10. SMILE and be FRIENDLY!

### Knowledge/Skills:

1. Basic math calculations
2. Follow verbal and written instructions
3. Be safety oriented
4. Work independently as well as with others
5. Handle difficult customer service situations

### Physical Requirements:

1. Lift/carry up to 75lbs
2. Stand for up to 8 hours or more
3. Work around and on machinery
4. Jog or run to quickly work on machine issues