

EDSCAPADE JOB DESCRIPTION

About EDSCAPADE

EDscapade Games provides groups with an exclusive, private, immersive Escape Room Experience. It's an essential element in testing friendship strengths, relationship weaknesses, and family bonds. Join our energetic team and help us usher in a new era of escape experiences to the Bay Area! Our ideal candidate is a self-starter, enthusiastic, punctual, and willing to get out of their comfort zones.

Check out our Website: www.edscapadegames.com

JOB: Game Steward (Full training will be provided on the job)

Ideal Candidates:

Game Preparation and Briefing:

- Greet players immediately and brief them on the rules, storyline, and game objectives before they enter the escape room.
- Debrief players after the game, explaining any unsolved puzzles and thanking them for their participation.

Game Monitoring and Support:

- Monitor gameplay using cameras and other tools to ensure player safety and appropriate progression.
- Provide hints or clues when players request or need assistance, ensuring the game remains fun and challenging.
- Troubleshoot minor technical issues in real-time to avoid interruptions.

Customer Service and Sales:

- Take payments from groups as needed and process payments accurately.
- Ensure guests are aware of all experiences before and after their game.
- Promote and sell merchandise, and encourage tips via Venmo.

Room Maintenance and Reset:

- Reset the room after each game, ensuring puzzles, props, and equipment are ready for the next group.
- Perform daily cleaning tasks, including sweeping/vacuuming, mopping, disinfecting, dusting, and wiping surfaces.
- Sanitize rooms at least once a week using provided sprays.
- Ensure all trash is taken out at the end of every shift; no trash should be left for the next shift.

Team Collaboration and Improvement:

- Help test puzzles and games, providing honest feedback, tips, and suggestions to improve the experience.
- Attend Yearly Meetings (Lunar New Year's and Christmas) and Team Bonding Events.

Inventory Management:

- Perform daily inventory checks to identify low stock and initiate purchasing.
- Maintain and develop inventory processes to ensure all products are in their correct areas.

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Shift Requirements:

- Every shift, employees must clean at least one space before leaving.
- Rooms must be sanitized using a spray at least once a week.
- Devices cannot be used unless all tasks are completed and no games are booked.
- No device usage while GM-ing (Game Mastering) games.

EDscapade is an EOE/Veterans/Disabled/LGBT employer

Job requirements:

Minimum age requirement: 16-years-old
Ability to commute to site
Ability to lift a minimum of 15 pounds
You must be a US Citizen
Public speaking/acting
Customer service experience preferred

Job Type: Part-Time Job weekday & weekend shifts preferred.

Compensation: \$18.45+ an hour, dependent upon experience & interview,
pay to increase after 3 month probationary period.

If interested, please email your resume & a video introduction (2-3 mins) to andy@edscapadegames.com