



Job Description

Job Title	Welcome Host (Food & Beverage)
Line Manager	Café Manager, Venue Manager
Key Relationships	Customer Experience, Food and Beverage Service Experience,
Location	The Paddington Bear Experience
Working Hours	Varied
Application Requirements	CV and Covering Letter
Applications sent to	jobs@pathents.com

About Gamepath Entertainment

Gamepath Entertainment is dedicated to creating world-class immersive experiences. Gamepath Entertainment are creators of *MONOPOLY LIFESIZED*, *SAW: ESCAPE EXPERIENCE*, and *THE PADDINGTON BEAR EXPERIENCE*.

At **The Paddington Bear Experience**, located in the heart of Central London, we are looking for enthusiastic and dedicated **Food & Beverage Welcome Hosts** to deliver exceptional service and create unforgettable guest experiences within our themed café, hospitality areas and our bespoke Paddington Bear themed food truck.

Main Responsibilities

Customer Service

- Deliver and maintain an exceptional level of customer service, ensuring every guest enjoys a warm, friendly, and memorable café experience.
- Welcome guests with enthusiasm, take orders at the counter, and assist with any menu questions or dietary requirements.

- Uphold and represent the Gamepath Entertainment brand and the Paddington Bear intellectual property at all times.
- Handle guest feedback and resolve any issues calmly, fairly, and efficiently to ensure a positive experience.
- Promote offers, suggest add-ons, and upsell food, beverage, and retail items to enhance guest satisfaction and maximise sales.

Operations

- Ensure the café, counter, and self-service areas are clean, tidy, and well-presented throughout the day.
- Prepare and serve hot and cold drinks, snacks, and light meals according to company standards and food hygiene guidelines.
- Restock displays and takeaway items as needed to maintain smooth service flow.
- Keep counters, and guest areas clear and welcoming at all times.
- Assist with stock control, monitoring inventory levels, and reporting shortages to management.
- Work collaboratively with the team to achieve daily sales and performance targets.

General

- Adhere to uniform and grooming standards, maintaining excellent personal hygiene at all times.
- Follow all Health & Safety and Food Hygiene procedures to ensure a safe working environment for staff and guests.
- Report any first aid incidents, hazards, or “near misses” to your Line Manager, promoting a culture of safety awareness.
- Carry out any reasonable duties assigned by the management team to support the daily operation of the café and venue.

What We're Looking For

- A genuine passion for hospitality and delivering excellent customer service, with a positive attitude toward working in a fun and casual environment.
- Previous experience in a fast-paced café, coffee shop, or quick-service environment (desirable but not essential).
- Strong communication and interpersonal skills.
- A positive, can-do attitude and the ability to work effectively as part of a team.
- Flexibility to work weekends, evenings, and holidays as required.

To apply, please email a copy of your CV and Cover Letter to jobs@pathents.com. For more information please visit www.pathents.com.