



# Job Description

---

## Welcome Host: The Path Entertainment Group



Who we are:

The Path Entertainment Group is dedicated to creating world-class experiences. We will achieve this by: Bringing first class live experience makers with world class renowned brands and IP to create dynamic and enthralling location-based entertainment. The Path Entertainment Group has a strong desire to disrupt and find strong audience base for popular culture led experiences. We are a company with people and rich skills in producing, creative development, venue and space management and design, marketing, press and comms all under one roof. UK made – internationally focused, catering for the worldwide market. We are not an immersive production house, nor tied to the linear rules of promenade or walk-through theatre. The primary aspect of our experiences that bands them together is they are always participatory, based on existing characters or trademarks and have gameplay built into the fabric of the experience, materially affecting the narrative through line and conclusion for the participant.



Job Title:	Welcome Host
Reports to:	Venue Manager (or similar role of seniority)
Working location:	County Hall
Working Hours:	Varied
Hourly rate:	£12.75
Availability:	Full availability from 1 <sup>st</sup> December to 5 <sup>th</sup> January 2026, including weekdays, weekends, and holidays. Flexible with shifts.

---

## **DUTIES INVOLVE**

### Retail

- Deliver continuous, high quality customer service and create memorable experiences
- Actively engage with guests, displaying enthusiasm and positive energy
- Hit daily sales targets through upselling and promoting products at every opportunity
- Maintain well-stocked, clean, and visually appealing displays throughout the day
- Follow opening and closing procedures as outlined in departmental training
- Proficient in computer systems, POS operations, and secure card transactions
- Comfortable engaging with a variety of guests in a fast passed environment
- Prepare and serve F&B including alcohol, following safety and allergen protocols
- Handle photography set up
- Self-motivated with strong problem solving skills, able to work independently or as part of a team
- Stand for extended periods while ensuring smooth operation and guest satisfaction

### Customer Service

- Provide excellent customer service to ensure a high-quality experience
- Welcome and assist visitors, answering queries promptly
- Create memorable experiences and resolve issues calmly and efficiently
- Promote products, offers and upsell opportunities
- Report problematic behaviour to security or management
- Communicate venue rules and directions clearly
- Support customers with access needs and relay important information to supervisors



### Operations

- Maintain venue cleanliness and ensure displays, tables and floors are tidy
- Manage queues, communicate wait times, and keep a positive atmosphere
- Handle bookings and reschedule tickets to minimise disruptions
- Load customers into groups efficiently, following ticketing and safety rules
- Monitor visitor flow and ensure safe front-of-house operations
- Conduct bag checks and store customer items securely
- Report suspicious or problematic activity immediately
- Uphold safety standards, including fire evacuations procedures

### General

- Ensure you and your team adhere to the uniform policy and personal hygiene is kept to a high standard.
- Ensure Health & Safety remains the number one priority.
- Report any first aid, hazards or 'Near Misses' to your line Manager, and actively promote this approach amongst the team.
- To do any reasonable duty as detailed by the management team of the attraction, and support the operation as and when required.

---

To apply, please email a copy of your CV and Cover Letter to [jobs@pathents.com](mailto:jobs@pathents.com). For more information please visit [www.pathents.com](http://www.pathents.com).