



Job Description

Welcome Host



Who we are

The Path Entertainment Group is a leading force in location-based and live entertainment, dedicated to crafting world-class, immersive experiences powered by some of the world's most iconic brands.

Our debut attraction, Monopoly Lifesized, launched in London in 2021 and quickly became a global phenomenon, expanding to Riyadh, opening in a US Tour visiting Denver, Colorado in October 2024, and more recently Charlotte, North Carolina. In partnership with Lionsgate, SAW: The Escape Experience followed in 2022, bringing fans into the twisted world of Jigsaw. Most recently, The Paddington Bear™ Experience opened in May 2024, a landmark family attraction located in the heart of London, just steps from Big Ben.

With expertise spanning producing, content development, venue management, design, marketing, and communications, The Path Entertainment Group brings together best-in-class creative and commercial talent under one roof. We are united by a shared ambition: to disrupt the entertainment space with dynamic, IP-driven experiences that captivate audiences worldwide.

Our live stage production division, Showpath, continues to push the boundaries of theatrical storytelling. Highlights include; COME ALIVE, launching an Australian tour in 2026, and previously Dungeons & Dragons: The Twenty-Sided Tavern, which played Off-Broadway and the Sydney Opera House.

UK made – internationally focused, with major rollout planned for the US and other markets. Our key ingredient is play. We fuse competitive socialising concepts with theatricality and globally recognised brands in major city markets across the globe.



Job Title:	Welcome Host
Reports to:	Venue Manager
Place of Work:	Tower Hill, London
Salary:	£13.75 per hour
Contract length:	15 th May 2026 - 8 th September 2026
Hours of work:	Zero hours and minimum hour weekly contracts available. Including weekends & evenings

Overview

We are extremely excited to announce that Gamepath Entertainment are looking for experienced and engaging Welcome Hosts for a new interactive exhibition, which will operate in London throughout Summer 2026. We are looking for individuals who will deliver a warm and professional welcome to all guests, ensuring a high standard of service and engagement across all stages of the attraction. You will play a key role in creating a positive first impression, supporting guest flow, and enhancing the overall visitor experience.

Welcome Hosts will support daily operations across multiple areas of the venue, including Box Office, retail, and bar service. Responsibilities will include assisting guests with ticket purchases, promoting and delivering add-on sales, handling transactions, and ensuring all areas are presented to a high standard.

You will also support the wider venue team in maintaining a safe and enjoyable environment for all visitors, following health and safety procedures, and assisting with general operational duties as required. This role requires strong communication skills, a proactive approach, and the ability to work collaboratively as part of a dynamic team to deliver an outstanding guest experience.

Key Responsibilities

Customer Service & Guest Experience

- Deliver and consistently maintain a high standard of customer service, ensuring a welcoming, engaging, and memorable experience for all visitors.
- Actively meet, greet, and interact with guests on arrival, creating a positive first impression of the attraction.
- Proactively engage with customers throughout their visit, assisting with queries and providing clear guidance on the experience.
- Take an active interest in the exhibition content, confidently engaging with guests to enhance their understanding, encourage interaction, and support their overall enjoyment.
- Go above and beyond to create a memorable experience for every guest.
- Handle customer queries and complaints calmly, fairly, and efficiently, escalating where appropriate.
- Support guests with access requirements, ensuring an inclusive and supportive environment.
- Represent the attraction and Path Entertainment Group professionally at all times.



Sales, Ticketing & Commercial Awareness

- Maintain strong product knowledge and actively promote tickets, retail items, beverages, photography products, and additional experiences.
- Identify and maximise upselling opportunities to enhance the guest experience and support revenue targets.
- Confidently sell tickets and assist with bookings using the ticketing system (training provided).
- Accurately operate EPOS/till systems across Box Office, retail, bar, and photography areas (training provided).
- Monitor personal and team sales performance, contributing to achieving set KPI targets for secondary spend.

Bar, Retail & Photography Operations

- Deliver high-quality bar service, including serving draught beer, wine, champagne, and other beverages in a professional and efficient manner.
- Demonstrate strong bar etiquette, maintaining high standards of cleanliness, organisation, and speed of service at all times.
- Ensure compliance with licensing laws and responsible service of alcohol.
- Prepare and serve food and beverage items in line with food safety standards and allergen protocols.
- Engage with guests during photography moments, capturing high-quality images and supporting sales through the photography system.
- Assist with stock deliveries, stock counts, and maintaining well-presented retail and bar areas.
- Ensure compliance with PCI regulations when handling payments.

Operations & Venue Management

- Maintain cleanliness and presentation across the venue, including public areas, retail spaces, bar areas, and queue lines.
- Proactively manage and monitor queue areas, communicating wait times clearly and maintaining a positive atmosphere.
- Manage bookings and ticket allocations, including rescheduling where required to minimise disruption.
- Load guests into timed entry groups efficiently, ensuring adherence to group size and scheduling requirements.
- Monitor guest flow to ensure safe and smooth operation of front-of-house areas.
- Carry out bag checks in line with venue policy and report any concerns to management.
- Ensure guest belongings (including bags, coats, and buggies) are stored safely and respectfully.
- Remain vigilant for any suspicious or inappropriate behaviour and report to the Duty Manager or security team as required.

General Responsibilities

- Maintain high standards of personal presentation, adhering to uniform and hygiene policies.
- Work collaboratively as part of a team to support the overall success of the attraction.
- Demonstrate flexibility and a proactive approach, supporting across departments as required.
- Undertake any reasonable duties as requested by the management team to support the operation.



Health, Safety & Compliance

- Proactively support the Company's health and safety agenda.
 - Prioritise the safety of guests and colleagues at all times, ensuring all health and safety procedures are followed.
 - Support and adhere to fire evacuation procedures and emergency protocols.
 - Report all incidents, hazards, near misses, and first aid requirements promptly to management.
 - Ensure all work areas are kept clean, safe, and compliant with operational standards.
-

Equal Opportunities

The Path Entertainment Group is an equal opportunities employer. We are committed to fostering a diverse and inclusive workplace where everyone is treated with respect and given equal opportunities, regardless of age, disability, gender identity, marital status, pregnancy, maternity, race, religion or belief, sex, or sexual orientation.

Confidentiality

Whilst working for the Company there will be access to a wide variety of confidential information concerning the Company, Customers and Team members. It is vital that all such information remains confidential and must not be disclosed to anyone outside the Company unless otherwise stated. Please refer to the Handbook for full policy details.

This job description is intended to illustrate the main duties and responsibilities of the job. It is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature may be added on a temporary or permanent basis, as appropriate for the expansion of the business.

To apply for this position, please send a cover letter and Job Description to jobs@pathents.com