

## Reception/Front of House

We are looking for enthusiastic and passionate individuals with high levels of customer service. As the first point of contact with customers this role is very important and has many facets. As such you need to be friendly, adaptable and reliable.

If you have some retail experience, have worked in hospitality or any other customer service role then we would love to hear from you. Although not essential, a passion for climbing, no matter how hard or easy you climb, beginner or crag rat, it may help.

## Essential skills/Job Roles

- To provide exceptional customer service to all visitors of the bouldering wall.
- To provide a welcoming and safe environment for all visitors.
- **Must have a flexible work schedule and be able to work one weekend day. Full time and possibly part time (min 16 hrs) positions.**
- To deal with customer enquiries both face to face, over the telephone and via email.
- Efficiently and effectively operate the tills, computerised booking system and all other POS systems.
- To ensure the daily cleaning and safety checks of all areas of the wall are carried out according to recommended guidelines.
- Cleaning, general housekeeping and dishwashing when required.
- Greeting climbers and checking them in.
- Making hot drinks including cappuccinos, lattes etc.
- Creating invoices and emailing them out.

## Preferred skills

- Be responsible for opening in the morning and if on a late, closing down and cashing up reception.
- Barista trained
- First Aid qualified

## Desirable/Optional skills

- Duty manager experience
- Climbing wall qualifications: Indoor Climbing Assistant, Climbing Wall Instructor, Foundation Coach

## Perks

- Free unlimited climbing (obviously) for you and one other.

- Climbing equipment, shoes and clothing at trade, and sometimes discounted trade.
- Free hot drinks.
- Paid breaks.
- Wellness programme.
- Industry standard holidays and pension contributions.

**SALARY: £22,000 - £28,000**

**CLOSING DATE: Sunday 19th March**

**INTERVIEWS COMENCING: 20<sup>th</sup> March**

**Start Date: Late April**

**Please DOWNLOAD this document before completing the application form below and email along with your covering letter**

**to [work@theboardroomclimbing.com](mailto:work@theboardroomclimbing.com)**

Our mission is to inspire health and happiness, passion and knowledge, through a creatively stimulating and physically challenging environment. We aim to help people realise and achieve their full potential: we call it play!

The Boardroom Climbing Ltd was opened in October 2013 by two chaps, Lee and Dave. Their vision was to push the boundaries of design, create something inspirational, visually striking, and a great place to hang out and climb. And now The Boardroom is coming to Wimbledon, Centre Court Shopping Centre to be precise, and will open in May 2023.



# The Boardroom Climbing Application Form

This application form is in relation to our Receptionist/Front of House at our Wimbledon Site.

A failure to provide the requested information may result in your application being unsuccessful. Failure to provide the declaration at the bottom of this form may prohibit your application from being processed. The Boardroom Climbing Limited shall comply with the Data Protection Act 1998 and its principles in the processing of the personal information given in your application and shall not be disclosed to third parties.

## Personal details:

<b>Title:</b> Mr    Mrs    Miss    Ms    Other	<b>Forenames:</b>	
<b>Surname:</b>	<b>Previous names</b> (if any):	
<b>Home Address:</b>	<b>Email address:</b>	
	<b>Tel</b> (mobile):	
	<b>Tel</b> (home):	
<b>Postcode:</b>	<b>National Insurance No:</b>	
Do you have the right to take up employment in the UK: <b>YES    NO</b> (please tick)	Please specify the notice period you need to give to your current employer:	
If you do not have the right to take up employment in the UK, would you wish us to assist in applying for the right to work: <b>YES    NO</b> (please tick)		Please provide any dates that you are not available for interview:
Please confirm that you are not prevented from carrying out any work for The Boardroom Climbing Ltd by any legal restrictions on your activities, such as restrictions imposed by a current or former employer or a court order. <b>YES    NO</b> (please tick)		If you are disabled, please give details of any special requirements you would require in respect of the recruitment process including at interview:
Do you consent (if relevant to your role) to partake in a DBS (Disclosure & Barring Service) check: <b>YES    NO</b> (please tick)		




**Please specify any relevant training you have received or courses attended (please provide dates and, where relevant, awarding body):**

**Employment – please give details of your last three jobs, beginning with your present or most recent. Any related posts held before then may also be mentioned.**

<b>Name of present employer:</b>	<b>Job title:</b>
<b>Address:</b>	
<b>Please provide a brief overview of your duties and responsibilities:</b>	
<b>Current salary £</b>	<b>Notice required or date of leaving:</b>

<b>Name of employer:</b>	<b>Job title:</b>	<b>From:</b>			<b>To:</b>			<b>Brief overview of duties and reason for leaving:</b>
		Day	Month	Year	Day	Month	Year	

Please continue on an additional sheet if required.

**Please give details of, and provide any explanation for, any time when you were not either working or in full-time education:**

**How did you hear about The Boardroom and this position? (If you were recommended to apply for our this role through a member of staff please provide their name.)**

**Why do you want to work with us here? Let us know how your past experience would make you an asset to our Boardroom Climbing Team.**

Please give details of any hobbies and interests you have:

References – Please give details of two referees, one of whom should be your current or most recent employer or, if this is your first job, your school teacher or higher or further education lecturer. The other should not be a relative or contemporary.

<b>Name:</b>	<b>Name:</b>
<b>Job title of referee:</b>	<b>Job title of referee:</b>
<b>Business address:</b>	<b>Business address:</b>
<b>Telephone number:</b>	<b>Telephone number:</b>
<b>In what capacity do you know this person?</b>	<b>In what capacity do you know this person?</b>
<b>May we approach them at this stage? YES NO</b>	<b>May we approach them at this stage? YES NO</b>



**What is the earliest date that you would be able to start with The Boardroom Climbing should your application be successful?**

*I declare that the information I have given on this form is, to the best of my knowledge, true and complete.*

*I understand that if it is subsequently discovered any statement is false or misleading, or that I have withheld relevant information, my application may be disqualified or, if I have already been appointed, I may be dismissed.*

*I hereby give my consent to The Boardroom Climbing Limited using and processing the data supplied on the application form for the purpose of recruitment and selection and for equal opportunities monitoring:*

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_