

Job Description

Job title: Leisure & Entertainment Entertainer - Show	Function: IDM
Reports to: Destination Manager / LETM / Service Manager / LETL	Sub Function: in Destination Management
Level / Grade: n/a	Location: In Destination

Job purpose: To work individually or as part of the entertainment team with a responsibility to prepare, manage and deliver activities in the day and evening and ensure exceptional service is delivered to customers in destination. Additionally, bringing live vocal performances in order to have high-end evening shows.

Key accountabilities and decision ownership:

- Deliver exceptional customer service to achieve targets in line with the SLA
- Create and organise a varied activity program to the customers
- Ensure activities are engaging, fun, creative & entertaining at all times to the customers
- Guide both day and evening events as required on your own or as part of the team
- Take an active role in any in-house entertainment / activity where possible
- To establish a respectful relationship and communication with guests, colleagues, hotel staff, suppliers and senior management team
- Prepare an inviting & up to date notice board
- Participate in Let's Meet led by the hotel Service Rep, representing LE team
- Promote all commercial driven tasks and ensure cash management & liquidation procedures are followed in accordance with the company guidelines
- Accurately complete paperwork in accordance with the company guidelines
- Ensure the highest quality and health & safety standards are maintained at all times
- To handle complaints and resolve problems if necessary
- To remain flexible at all times with regards to duties and working hours

Key performance indicators:

- Customer service, income and sales targets are met
- Receives unprompted, positive customer feedback

Skills, know-how and experience:

Must have / be:

- The ability to sing and dance
- Excellent communication & presentation skills, both verbally and written
- Experience of working successfully with customers and providing a best-in-class service to them
- Fluent in English & service language(s) of given market(s)
- Self-sufficient and independent & strong public relation skills
- Initiative to escalate problems and incidents coupled with the ability to resolve problems and act professionally

Preferred:

- Experience in Sports / Sing / Dance / Drama / Entertainment

Technical / professional qualifications:

- Qualification in Sports / Sing / Dance / Drama / Entertainment (preferable)

Direct reports:

- None

This Job Description outlines key accountabilities – all employees are expected to be flexible regarding their accountabilities and may from time to time be asked to carry out other duties to ensure achievement of company targets