

**SAFARI NATION: JOB DESCRIPTION OF ASSISTANT MANAGER**

* Must have knowledge of all areas of the business.
* Ensure that all the staff members who are present has been assigned their tasks and positions for the day.
* If a staff member is not present, arrange for back-up as required.
* Answer phone calls, if manager is busy or unable to take the call. Check for miss calls on Phone System.
* Keep track of all inventory items and present a list of orders to the manager. If required, order the items with the managers’ permission.
* Ensure that all staff members are trained in keeping the storage area organized.
* Be visible on the floor for customers and monitor all staff members. Staff members should be immediately corrected, if they are not following the guidelines and procedures of the company.
* Document any issues with staff member or any of the guests. Proper procedures should be followed for issues management and documentation.
* Check and answer Safari Nation e-mails.
* Update the Party bookings three times a day in the physical register and the Party Bookings Tray.
* Check and make sure that there are no double bookings or any parties that have not been documented. Call party, if required for additional information.
* Work with manager to prepare the schedule of Staff roles and responsibilities on a daily basis. Plan ahead for the weekend as per the guidelines set by the management.
* Train present and new staff members about the roles, responsibilities and operating procedures of the company.
* Keep updated with the changes in company’s policies, procedures, and guidelines and update all staff members about the same.
* Keep updated about the technological changes in the POS and other systems and train front desk persons on the same.
* Must have basic knowledge about the repairs and maintenance of the rides; equipment, and machineries to ensure smooth operations of the business.
* Assume the role and duties of a manger when the active manger is not present on site and be responsible for all operations of the business.
* Be on call if needed.
* Must know the opening and closing procedures of the business. Keep proper records of opening and closing, especially when manager is not present.
* Make sure that the Cash Register Balances are recorded for opening and closing.
* Monitor the business operations and keep a keen eye on the events to identify any potential issues or special requirements of the guests.
* Communicate with guests and enhance their experience at Safari Nation by meeting their needs and requirements.
* Other duties as assigned - Subject to change Based on business needs.
* At Safari Nation, we live in a team-based culture where a take-charge approach exists at all levels. We expect that from you, too.
* **I understand and agreed to my role and responsibilities \_\_\_\_\_\_\_\_\_\_ (Initial)**

 **Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**