

JUNGLE MANIA  
NEW STAFF INDUCTION PACK  
Party Co-Ordinator





# Jungle Mania

## Mini Staff Handbook

**Name:**

**Position:**

**Start date:**

- Staff must arrive 10 minutes prior to the start of their shift. Exceptions are made for shifts starting after school.
- Staff are expected to be presentable for every shift, keeping makeup to a minimum and all long hair tied back. Uniform will be provided in the form of a Jungle Mania t-shirt that must be worn at all times. Black trousers, leggings or jeans must be worn with no rips or faded effects. Deodorant must be worn and uniform must be clean and laundered.
- A 50% staff discount on the purchases of food and drink will be given during every working shift. This can only be processed by the line manager.
- No food or drink including chewing gum may be consumed while working in the main centre or coffee bar.
- **At all times**, mobile phones must be kept in bags in the staff area provided and not in pockets. As with all other personal belongings and money.
- Breaks will be arranged by the line manager.

Age: 15	16+
1 hours break given for a full day shift.	30minutes break given for a full day shift.

It is down to the employee to keep track of their break timings and ensure their break is finished on time.

Cigarette breaks are given at the line managers discretion. **When taking a cigarette break it must be taken away from the centre with uniform covered.** On returning hands must be washed before continuing with work.

- A minimum of 4 weeks' notice is required to take any holiday entitlement. This must be authorised by the centre manager.
- Where possible staff are to report in sick at least 3 hours prior to their shift start time.
- All Shift changes must be processed with the centre manager with the agreed notice period given.
- It is down to each individual to check the centre rota so they are aware of their shifts and start times.
- At all times staff are to behave in a courteous manner to customers and staff alike and adhere to the Jungle Mania vision and its aims.

I have read and understood all jungle mania expectations.

Signed:

Date:

## JOB DESCRIPTION

**JUNGLE MANIA NEW STARTER FORM**

Position

Start date

**PERSONAL DETAILS**

Surname	First name(s)
Date of birth	Title
Current address	
Post Code	
Home telephone number	Mobile telephone number
National Insurance number	E Mail Address

**EMERGENCY CONTACT DETAILS**

Name	Relationship
Address	
	Telephone number

**BANK DETAILS – this bank account will be used for all payments made to you .**

Name of Bank/Building Society	
Name on account	
Bank account number	Sort code

**PAY**

Hourly Rate
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**DECLARATION**

I declare that to the best of my knowledge the information given above is correct.

Signature .....

Date .....

**FOR OFFICE USE ONLY**

Identification seen		References obtained	
Original P45			
P46 in place of a P45			



# JUNGLE MANIA VISION

**TO BE THE FIRST CHOICE PROVIDER OF SOFT PLAY ENTERTAINMENT.**

**TO PROVIDE AN ENJOYABLE EXPERIENCE FOR ALL.**

## **CUSTOMER SERVICE**

Excellent customer service is vitally important in any industry. At Jungle Mania it is the first opportunity our establishment gets to impress and create a lasting great impression on our customers. A happy satisfied customer is likely to return and/or tell others about the good experiences that they have had. Word of mouth recommendations are very valuable and account for a high percentage of our new customers that enter the centre.

**OUR AIM IS TO BE MEMORABLE FOR THE RIGHT REASONS.**

**WE HAVE INSTALLED VALUES FROM THE FISH PHILOSOPHY INTO OUR CUSTOMER SERVICE STANDARDS TO HELP ACHIEVE OUR AIM AND VISION.**

Regardless of the type of contact that you have with our customers, whether it is over the phone, face to face – entrance or the coffee bar good customer service skills are imperative.

Here at Jungle Mania we have 9 key factors that help us to achieve a high level of customer service and help us to be **memorable for the right reasons.**

SMILE  
MAKE THE CUSTOMER FEEL  
WELCOME  
LISTEN  
LEARN THE BUSINESS  
BE MEMORABLE

BE PRO-ACTIVE  
STAY VISIBLE, AVAILABLE AND  
APPROACHABLE  
GO THE EXTRA MILE  
A THANKYOU GOES A LONG WAY

# Jungle Mania Party Co-ordinator guide

The key to being a successful Jungle Mania Party Co-Ordinator is managing your time wisely. When starting your shift forward planning is essential. It is crucial you get to grips with your day. Inform yourself on how many parties you have to organise for the day, are the parties budget or premium packages? How many guests are attending in each party? Are there any allergies? Are the parties back to back?

Use the tools provided. The party timing sheet and the party package checklists to help the smooth running of your shift.

A typical Co-Ordinator shift should run as follows;

- Know your day, prepare and plan.
- Reserve tables and ensure all other staff are aware of your selected reserved areas.
- Complete the party timing sheet if applicable.
- Prepare all party food for all parties except sandwiches, the centre cook will ensure sandwich requests are completed. Making sure you use your check lists and any allergy requests have been adhered to.
- Greet each party making sure they are aware that you are the party co-ordinator and your name. Give them a brief but descriptive run through of how the party timings work and be sure to guide them to their designated area. Following this squash is needed to be served to the party.

- Any extras and birthday cake/s given to you by a party must be labelled with their party information and stored adequately.
- ALWAYS check back with your party! Do they need more squash or help with anything?
- **Keep track of the time!** ensure each party is given their 10minute warning (15minutes if a larger party) on time, with clear instruction to gather all children off of the equipment with all shoes on and to be ready and waiting to either head upstairs for food or to meet Dexter.
- **DEXTER!!!!** An amazing tool to use to engage the children and get them into the party spirit. A simple QUICK game of Dexter says always goes down a treat. Avoid just having Dexter stand there and do nothing. Acknowledge the children ask them if they are hungry? When they answer yes, ask them to shout louder- make them excited to be at the best birthday party ever at Jungle Mania.
- Show the party to their designated party room ensuring they are aware they only have 30minutes and therefore, the cake will be brought up to the room 15minutes in on their time slot for eating.
- Take the cake up to the party room. Cut the cake and put in party bags unless informed otherwise. Then take the party bags up to the party room informing the party that you will return in --- minutes to clean up at the end of their party and to say goodbye.



- **Timing is key. If 1 party over runs potentially all parties following could over run too. You must have your party out on time to allow enough time for the party room to be turned around for the next party.**
- When a party ends be sure to ask if they had a good time. Thank them for their custom and politely ask if they have opportunity, to please leave online feedback. It's always great to hear customer's feedback and can ultimately get you the recognition you deserve for your hard work.
- During days when party numbers are at a high, schedules can run behind. In these instances, it is crucial to stick to the party timing sheet. If you feel timings aren't being managed inform your line manager so they can arrange extra help with the cleaning down after a party or where needed.



# RULES OF PLAY

1. Children **MUST BE SUPERVERISED** at all times by a person with parental responsibility.
2. Age restrictions vary depending on the play zone that visitors are using. These are in place for the safety and enjoyment of all children. It is recommended that children stay within the area that is recommended for their age. The main larger play frame is for over 2's and the smaller baby area for Under 2's. Parents whom take younger children onto the main play frame are responsible for the safety of their child at all times.
3. Maximum height for children using the play equipment is 4ft9.
4. Socks **MUST** be worn at all times.
5. No shoes, Badges or Jewellery are permitted within the play area.
6. Arms and legs must be covered whilst playing on the equipment.
7. Parents/Guardians must note the individual safety signs around the centre in relation to specific pieces of kit and ensure their children adhere to these rules.
8. No food or drink is to be taken into the play areas or on the equipment.

