

## Trio Attendant – Trio

Trio is Oskaloosa's premier venue for sports, food, and films. Opening in fall 2024, Trio offers a welcoming atmosphere for guests of all ages to play tennis, pickleball, and simulated golf. We also have a three-screen movie theater where our guests can catch all of the latest cinematic attractions while enjoying up-scale seating and concessions. Trio offers a casual dining experience within the restaurant and bar as well as outdoor seating and an indoor lounge area.

We are excited for our guests to experience our top-of-the-line service throughout the venue. We will offer delicious lunch and dinner menus, local craft ales and lagers, and hand-crafted cocktails. Guests can book play time in our sports areas by the hour and we'll offer leagues for the real enthusiast! Our theater concessions are the best around to go with the latest blockbusters.

The Trio Attendant will be one of the first team members our guests interacts with upon entering Trio. The position requires an individual who can greet guests, make them feel welcome, direct guests to their activity, sell merchandise, playtime, theater tickets, and concessions, and assist in the sports areas. Attendants will also stock the concession and host desk with sale items. Trio Attendants will ensure that the activity areas are clean at all times and debris is free from the general areas of the theater and play areas. Safety is one of our core values. All staff members are expected to operate at the highest quality levels within the parameters of safe service of food and alcohol as well as overall safety.

### Trio Attendant Key Skills

- Working within a team
- Problem-solving and relationship-building skills
- Excellent time management
- Passion for providing gold-standard hospitality to guests
- Integrity to make the right decisions for the organization, staff, and guests
- The highest standards for food and beverage hygiene, sanitation, and safety
- Excellence in leadership – always setting an example with your actions

### Trio Attendant Responsibilities

- Greet guests as they enter the venue and escort or direct them to the appropriate area of the venue
- Take guest reservations for sports
- Sell concessions, movie tickets, retail items, sports rentals, etc.
- Clean theaters, trash receptacles, guest seating areas in activities and lounge areas, concession area, host desk, check bathrooms and floors for debris
- Ensure concessions, host, and sales areas are stocked and back-ups are ready
- Assist with leagues for tennis, pickleball, golf

- Enforce food handling regulations and other guidelines to increase guest safety
- Ensure guest satisfaction and a positive experience from the time of arrival until the time of guest departure
- Drive sales
- Maintain company culture and staff morale
- Promote each of the facets of the business (bar, dine-in restaurant, events, meetings, sports, leagues, films)
- Day-to-day POS (Point of Sale) Operations
- Day-to-day Golf Simulator Operations
- Perform other job-related duties as assigned

#### Must Have

- Point of Sale (any) experience
- Positive attitude and excellent communication skills
- Passion for hospitality and excellent service
- People skills
- Basic math skills
- Excellent time management
- Bilingual English/Spanish: a plus

#### Physical Requirements

- Bending, carrying, climbing, lifting, pushing-pulling, reaching, sitting, standing, walking
- The ability to lift up to 25 pounds regularly
- The ability to sit, stand, or walk for long periods of time

#### Working Conditions

- May include extremes of temperature and humidity
- Hazards include stairs, heat from kitchen equipment, sharp objects, slippery floors

#### Compensation

- \$15.00 per hour
- 401(k) beginning 1/1/25

#### Reports To

- Activity Manager of TRIO

#### Terms of Employment

- At Will