



Guest Experience Team Member

Department: Guest Experience & Operations

Reports To: Operations Supervisor / General Manager

Location: The Artsnasium® – Arlington, Texas

Employment Type: Part-Time or Full-Time

Schedule: Flexible schedule including weekdays, evenings, Fridays, Saturdays, holidays, and peak operating periods

Position Summary

The **Guest Experience Team Member** is often the first hello and the last goodbye at The Artsnasium®.

Guest Experience Team Members welcome children and families, manage admissions and check-in, answer questions, assist with memberships and Creative Passports, process transactions, and help guests navigate their Artsnasium experience.

This position plays an important role in creating the warm, welcoming atmosphere that defines The Artsnasium. Every interaction should make guests feel valued, informed, excited, and ready to create.

The ideal team member is friendly, professional, organized, attentive, comfortable with technology, and genuinely enjoys helping people.

Key Responsibilities

Welcome & Check-In

- Provide a warm and enthusiastic welcome to every guest entering The Artsnasium.
- Assist families with admission, check-in, ticket verification, and applicable waivers or required documentation.
- Explain the Artsnasium experience to first-time visitors.
- Provide information about the six Creative Adventure Zones and other facility experiences.
- Assist returning Creators with their Creative Passports.

- Provide directions and help guests understand how to navigate the facility.
- Communicate important daily information, including special activities, scheduled experiences, closures, or operational changes.
- Help maintain efficient guest flow at the entrance and reception area.

Admissions & Transactions

- Process admission purchases accurately using The Artsnasium's point-of-sale and ticketing systems.
- Process approved membership, birthday party, retail, café, or other transactions as assigned.
- Accurately handle approved payment methods.
- Follow established procedures for receipts, discounts, promotions, refunds, and transaction adjustments.
- Never provide unauthorized discounts, refunds, complimentary admission, or other financial adjustments.
- Escalate transaction discrepancies or unusual situations to management.
- Maintain accuracy and accountability when assigned to a cash drawer or register.

Memberships & Creative Passports

- Explain Artsnasium admission and membership options to guests.
- Assist guests with membership registration, renewals, and account questions.
- Help Creators understand how to use their Creative Passports.
- Follow established procedures for passport stamps, replacements, and returning-guest benefits.
- Encourage guests to learn about future visits, memberships, birthday celebrations, and other Artsnasium experiences without using high-pressure sales tactics.

Guest Service

- Answer guest questions clearly, accurately, and professionally.
- Answer incoming phone calls and route inquiries when appropriate.
- Assist with general questions regarding hours, admissions, memberships, parties, activities, policies, and upcoming experiences.
- Listen carefully to guest concerns and work toward appropriate solutions within established authority.
- Escalate complaints, refund requests, safety concerns, or complex situations to an Operations Supervisor or General Manager.
- Provide service recovery support as directed by management.
- Maintain professionalism even when interacting with frustrated or upset guests.

First & Last Impressions

- Thank guests as they leave and invite them to create with us again.

- Help ensure the entrance, lobby, reception, and check-in areas remain clean, organized, welcoming, and guest-ready.
- Monitor signage, brochures, Creative Passports, wristbands, maps, and other front-desk materials and replenish them as needed.
- Maintain a professional appearance and positive demeanor throughout the shift.

Safety & Security

- Follow established admission, re-entry, capacity, and guest identification procedures.
- Remain attentive to activity around entrances and exits.
- Follow all established procedures involving children, guardians, and authorized pickup or exit requirements.
- Immediately report suspicious activity, missing-child concerns, injuries, hazards, or other safety issues to management.
- Protect confidential guest and payment information.
- Follow emergency, evacuation, incident-reporting, and security procedures.
- Never release private guest information without proper authorization.

Team Responsibilities

- Work closely with Creative Coaches, Birthday Party Hosts, Operations Supervisors, and management to provide a seamless guest experience.
- Communicate important guest information to appropriate team members.
- Assist with guest flow during Creator Parades, Artie appearances, special events, and high-attendance periods.
- Support other guest-facing areas when assigned and appropriately trained.
- Participate in required training, meetings, and professional development.
- Follow all Artsnasium policies, appearance standards, attendance expectations, and operating procedures.
- Perform other duties necessary to support successful facility operations.

Qualifications

- High school diploma or equivalent preferred.
- Must meet all minimum age requirements established by The Artsnasium and applicable law.
- Previous experience in customer service, hospitality, attractions, museums, recreation, retail, entertainment, admissions, front desk, or family entertainment is preferred but not required.
- Friendly, welcoming, patient, and professional personality.
- Strong verbal communication and interpersonal skills.
- Strong attention to detail and accuracy.
- Comfortable using computers, tablets, point-of-sale systems, and other workplace technology.
- Basic math and transaction-handling skills.
- Ability to learn Artsnasium admission, membership, party, and guest policies.

- Ability to multitask in a busy environment.
- Comfortable interacting with children and families.
- Ability to remain professional when resolving guest concerns.
- Dependable attendance and punctuality are essential.
- Must successfully complete all required background screening, training, and employment requirements.

Physical & Work Requirements

Guest Experience Team Members may stand or walk for extended periods and regularly interact with guests throughout their shifts.

The position may involve reaching, bending, organizing supplies, assisting with queue areas, and performing light operational tasks.

Team members should be comfortable working in an active family environment that may include music, performances, excited children, crowds, and varying noise levels.

Reasonable accommodations may be provided in accordance with applicable law.

What We're Looking For

At The Artsnasium, the guest experience begins before a Creator ever picks up a paintbrush, plays an instrument, steps onto a stage, opens a book, conducts an experiment, or begins to play.

It begins with how we make them feel when they walk through our doors.

We're looking for team members who demonstrate:

Hospitality • Warmth • Accuracy • Patience • Professionalism • Safety • Communication • Teamwork

Guest Experience Team Members should make every family feel like they belong at The Artsnasium.

Our Guest Experience Philosophy

Every Creator deserves a great first impression—and a reason to come back.

Our Mission

To inspire children and families through hands-on creative experiences that cultivate imagination, confidence, learning, and joyful exploration in a safe, welcoming environment.

The Artsnasium®

Where Creativity Comes to Play.

**Every Child Is Creative.*