

Climbing Instructor

Employee Name:**Job Title:** Climbing Instructor**Responsible to:** Climbing Wall Supervisor**Responsible for:** Instruction of Climbing and Climbing Wall safety**Main purpose of job:**

- To look after the guest needs on the climbing walls
- To provide fun and enjoyable lessons

Duties, tasks and responsibilities:Administrative Functions

- Complete ability cards at the end of each lesson
- Rebook customers on to future lessons
- Climbing wall safety checks

Health and Safety

- Checking the standard of each guest
- Using the climbing wall progression
- Ensuring that all users know and follow the climbing rules
- Looking after the safety, enjoyment and learning of all guests
- Helping with equipment set up and returns
- Checking that all equipment is fit for use removing and informing maintenance of any equipment that requires repair or replacement
- Climbing equipment and wall checks
- In the event of an accident assist with providing first aid, if required help in evacuation and fill in necessary paper work

Team Tasks

- Attend all staff meetings and training sessions as and when required.

Customer Tasks

- Serving guests and staff with respect
- Maintain a guest-orientated approach to the operation of the centre.

General Tasks / Requirements

- Keeping all areas on and around the wall neat and tidy
- Promoting the centre and its products
- Ensure service is prompt and polite
- Any other tasks and duties that are involved in the safe, efficient and cost effective operation of the centre.
- To maintain a professional approach to all tasks and with all Chill Factore members of staff and customers at all times.

Employee:

Manager:

Date