



JOB DESCRIPTION

Position Title	:	Entertainments & Events Frontline Attendant
Department	:	OPS – Entertainments and Events
Grade	:	8
Contract Type	:	Permanent

Scope of work (JOB PURPOSE)

The Entertainment & Events (E&E) department in LEGOLAND Dubai creates opportunities for memorable guest experiences within the park. That is through performances, shows, characters and annual events driven by the LEGO brand delivery and an extensive level of guest services.

Frontline Attendants in the Entertainment and Events department may perform work behind the scenes or direct tasks assigned by Team Leaders or Supervisor, and any Events & Entertainment related activities assigned. This may include training for new tasks or random street acts depending on event, seasonal and festive requirement.

Maintains a safe environment and high standard of guest service throughout character/performing process. Supports and assists the Events & Entertainment Management team at all times.

Frontline Attendants will also serve, at times, as an easily recognizable “signature” representation of LEGOLAND Dubai. Entertains guests and promotes LEGOLAND Dubai on a daily basis throughout the park and at periodic off- site special events.

Main Responsibilities

1. Provides unique entertainment and interactive appearance for guests at LEGOLAND Dubai by taking every opportunity to interact with guests throughout the park
2. Character Work:
 - a) Walking Character consists of 2 segments (Costume Character and Face Character)
 - **Costume Character:** Is the mascot that represent LEGOLAND Dubai
 - **Face Character:** Any dress up costumes that will be related in the park activity, such as, “Friends” characters
 - b) Each Costume Character will be provided a Chaperone to assist them in the park. At times, Face Character will need to be doing appearance by themselves without any assistance from the Chaperone
 - c) You shall entertain, amuse and create interactive activities for guests in the park

Disclaimer: Job descriptions are not exhaustive and the job holder may be required to undertake duties which are in line with but not limited to the above responsibilities



3. Ensures a quick and efficient entry and exit at each City Stage, FACTORY Tour and Castle Stage facilities
4. Act as an usher to facilitate the easy movement of guests, control crowds, answers guest enquiries and provide seating direction
5. To assist in the preparation for all Park Events including seasonal/festive events both in park and off site
6. Assist in all Events as needed including Building Experiences, additional park activities etc.
7. To maintain a safe environment and a high standard of Guest Services throughout the guest's interactions process. You are to support and assist in the day-to-day Entertainment Operations
8. Shall be easily recognized by guests as the "signature" representation of LEGOLAND Dubai
9. Offers and provides assistance with any mobility devices or strollers as required by the Guest
10. Aids in creating an atmosphere of anticipation before each show and acts as a link between cast and audience. Interact and encourage audience participation with the cast
11. Provides park information as requested by Guests. Maintains a stock of Park Guides and Showtimes
12. Undertakes training in dealing efficiently with all emergency situations
13. Demonstrates a primary concern for the safety and comfort of Guests as they enter and exit LEGOLAND Dubai City Stage facilities
14. Carries out all duties and responsibilities within the guidelines of LEGOLAND Dubai policies and procedures

Additional Responsibilities:

1. Expected to perform after normal hours duties as scheduled to monitor night installation, coordination between relevant department and ensuring contractors/suppliers comply to Health & Safety regulations to work in park
2. May perform work behind scenes or direct tasks assigned by immediate superior i.e. show runner, , floor coordinator for stage performance, Minifigure Ambassador, and any technical assignments required to ensure an event or show flow runs smooth

Physical Demands:

1. Ability to sit for sustained periods of time to attend on-site and off-site meetings, perform paperwork activities
2. Intermittent and prolonged standing and walking to move about the park site, and interact with employees and guests
3. Ability to climb stairs to gain access to upper level of buildings
4. Able to be under the sun for a long time and able to be in the costume for maximum 30 minutes
5. Physically fit, no constant sickness e.g. (Migraine, Gastric, Asthmatic and etc.)
6. Flexibility to work evenings, weekends and holidays as needed

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Health & Safety

To take reasonable care for the health and safety of himself and of other persons who may be affected through your work activities.

To cooperate with and support the LEGOLAND Dubai Management to allow the business to fulfill its legal responsibilities through:

- Following reasonable instruction related to health & safety
- Reporting dangerous situations or deficiencies in health & safety arrangements
- To only use work equipment in accordance with training
- To not interfere or misuse anything provided for the purposes for health & safety

Qualifications, Experience, & Skills

Required Experience:

- A minimum of 1-year experience in an Operational role in hospitality/entertainment

Job-Specific Skills:

- Good communication of both spoken and written English is required
- Basic knowledge on Microsoft Office, email etc

Additional Experience

- Previous experience is the following fields; Entertainment, Theme park, Childcare

To apply, please send your cover letter and CV to rovlyn.escueta@legoland.ae