

Job Title : Customer Care Executive	Location : Kalyan / Pune
Department : FEC	Band : Implementor
Reports to : Operation Manager	Date : 04/06/2025

Job Overview

We are seeking for a friendly, professional, and proactive Customer Care Executive to join our team at the Family Entertainment Center (FEC). The ideal candidate will be responsible for providing excellent customer experience, addressing customer inquiries, resolving issues, and ensuring guests have a fun and memorable visit.

Job Specifications

Education/ Formal Qualification	10 th & 12 th Pass or Graduate
Skills (Technical / Computer / Soft skills etc.)	- Must have excellent computer skills excel, word etc.
Knowledge and Experience (Total work experience and job related relevant experience)	- Excellent Communication Skill - Fresher
Min Age	18+

Responsibilities

- Greet and welcome guests warmly as they enter the FEC.
- Provide information about games, attractions, pricing, promotions, and safety rules.
- Handle customer inquiries and complaints in person, via phone, or email.
- Ensure prompt resolution of guest concerns with empathy and efficiency.
- Assist with ticketing, billing, and payment processing.
- Monitor visitor satisfaction and gather feedback.
- Coordinate with internal teams (game zone, food court, security, housekeeping) to meet guest needs.
- Maintain a clean and professional front desk or customer service area.
- Promote membership programs, events, and promotional offers.
- Follow safety and security procedures to ensure guest well-being.

Skills & Qualification: -

- High school diploma or equivalent (bachelor's degree is a plus).
- Fresher or prior experience in customer service, preferably in entertainment, retail, or hospitality.
- Excellent verbal and written communication skills.
- Friendly, patient, and problem-solving attitude.
- Ability to work in a fast-paced, noisy environment.
- Basic computer skills (POS systems, MS Office).
- Flexible to work on weekends, holidays, and rotational shifts.

Preferred Attributes: -

- Energetic and outgoing personality.
- Passion for working with children and families.
- Team player with a positive attitude.