



ESCAPE IN TIME NEW EMPLOYEE APPLICATION

NAME: _____

**While it is not required, it is recommended that you attach your
resume to this application**

Instructions:

Job Description:

At Escape In Time our employees are responsible for

- Explaining instructions and scenarios of each room.
- Being able to answer any questions about the room and puzzles in the room.
- Being able to welcome guests and create a comfortable and fun environment.
- Ensure the place is kept clean, including but not limited to, the lobby, bathroom, work area and each room.
- Fix or replace broken or unclean props, to ensure the next room can run smoothly.
- Be able to advertise other rooms, special deals and talk comfortably with the customers in a respectful manner.
- Give great customer service and ensure everyone leaves with a smile on their face.
- Be able to listen to customers complaints and suggestions so we can continue to improve our business.
- Be able to resolve customer complaints and make it right for them.
- Be able to take payments, answer the phone and give directions to our location.

Our Vision:

Our vision at Escape In Time is to make our guests feel at home as we challenge and expand their minds, and help them to escape reality. We want to ensure our guests have fun while creating a stronger relationship amongst teams.

Apply for a Position:

To apply, please fill out this form and email it to escapeintime21@gmail.com While it is not required, it is recommended to also send a resume along with this form. When emailing us your application, please make the subject "Application - Your Name." You only need to include your name, preferred way to contact you, this application and a resume in your email. If you have any questions about the application process please call 832-974-0377 or email escapeintime21@gmail.com.

I. Notice of Escape In Time Policies

Initial: _____

Escape In Time is an Equal Opportunity Employer and will administer all personnel practices without regard to race, color, religion, sex, age, national origin, disability, sexual orientation, gender identity or expression, marital status, veteran status or any other category that may be protected under applicable law. It is the Company’s intention to maintain a working environment free of discrimination of any kind.

Discrimination, including sexual or other unlawful harassment, by supervisors, fellow employees or customers is strictly against policy and will not be tolerated.

The sale and/or use of drugs illegal under federal, state or local laws or alcohol on the premises or being under the influence of drugs illegal under federal, state or local laws or alcohol while in the performance of job duties is strictly forbidden and could result in termination of employment

Working “off-the-clock” by overtime eligible staff is strictly forbidden and could result in termination of employment for those at fault. Employees are entitled to payment for all eligible hours and are encouraged to report any actual or suspected “off-the-clock” work immediately.

If you are subjected to discrimination, including sexual or other harassment, or if you are aware of a violation of any policies listed above, report it immediately to your Store/Location Manager, Market Director, Customer Support Center (CSC) Director or higher level management, or Employee Relations.

ii. Employment at Will

Initial: _____

Employment at Escape In Time is Employment-at-Will and may be terminated at the will of either the employee or the employer at any time, with or without “cause” and with or without advance notice unless there is a conflict with local or state law. Except for the Owner of Escape in Time, no manager, supervisor or representative of the company has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than At-Will. Only the Owner can make such an agreement, and then only in writing.

In your day-to-day conduct at Escape In Time, you will be expected to use common sense and good judgment and to follow all policies and procedures applicable to your position.

Escape In Time values its reputation for complying with all applicable federal, state and local laws and regulations in the conduct of its business. Therefore, every employee acting on behalf of the company is expected to comply with all applicable laws and regulations.

I hereby acknowledge I have read and understand the following:

- I. Notice of Escape In Time Policies
- II. Employment at Will

Employee Signature

Date

Print Employee Name

Date

Employee Questions:

At Escape In Time you will have to use problem solving, customer service and mechanical skills everyday on the job. These next questions are to evaluate your skills for the job. Most of these questions do not have a right or wrong answer. We are just asking for what you believe is the best solution with the information provided.

Customer Service:

Escape In Time is a small business and we strive to make our customers feel at home. Part of the job is talking to large groups of people and dealing with complaints. This section is to evaluate how you would handle a variety of different situations that can occur.

1. How would you define good customer service?
2. What is the best customer service you have ever received and why?
3. Are you bilingual? If so in what languages?
4. Do you have any experience in customer service?
5. A group of people come in and seem annoyed or frustrated. What can you do to make their experience and mood better?
6. What can you do to ensure each customer feels welcomed, safe and is having fun?

7. A group comes in to do Sherlock at 7:30, however, another group has already booked and paid for that room. This group is not in the computer, however, they have a confirmation email saying they are booked and paid for this room. We have one other room that is not booked at the time. What can we do to resolve this issue?

8. A group did not have a good time in the room. What can we do to resolve the issues and ensure they leave in a better mood?

Mechanical Skills:

At Escape In Time employees are required to keep a clean work environment, fix props and be able to do some construction work. Everything in this section you will be trained on if you are unaware how to do something.

9. Do you know how to and feel comfortable safely operating tools such as a drill, knife, or hot glue gun?

10. Cleaning is a regular part of the job and you will be required to clean such as but not limited to cleaning the bathroom, lobby, and each room, taking out the trash, sanitizing and cleaning props. Are you capable and willing to do so?

11. While resetting a room you notice that a prop is broken and needs to be screwed back together. Do you feel confident that you can fix the prop?

12. While resetting a room, you can not get a magnetic drawer to lock. What can cause this problem and how can you fix it?

****Before submitting this application please review the instructions to insure your email is correct and that we can get back to you ASAP. Please remember to make the subject of your email "Application - Your Name" and it is preferred that you also attach a resume.*****