



# Guest Experience Manager – Seasonal (Attractions and Entertainment)

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## ABOUT US

B Morrow Productions (BMP) is a creative and production firm located in the Theme Park Design District of Orlando, Florida. Representing a new methodology of how creative work is developed, we take a collaborative approach between clients and the talents of BMP. Considered an entrepreneurial, fast pace, and creatively driven studio, BMP offers considerable room for personal and professional growth for studio talent (we don't use terms like employees and team members...you are the talent). With clients around the globe in various market sectors including theme parks, zoos, live entertainment, resorts, and educational experiences, the BMP team always has a wide variety of projects to dive into providing growth and ownership into project development.

BMP was founded on the belief of creating a safe, equal, and creative space for creators and makers. We believe an inclusionary group of talents will not only create better designs for our clients but represent the full audience we are designing for. IDEA (inclusion, diversity, equality, and accessibility) are our design beliefs not only for our clients but for our studio. At BMP, your complete, unique, and wonderfully talented whole-self can come to the studio each day, or sometimes work at home, to create and make amazing spaces and experiences. We also believe in full transparency in our business operations with our teams including profit sharing on a project-by-project basis. You- the talent are key to what makes the BMP studio special and we want ensure you have all the opportunities available to be your greatest.

BMP is certified by the National LGBT Chamber of Commerce as a Gay-owned Business Enterprise.

## YOUR ROLE

As a B Morrow Productions **Guest Experience Manager**, you are responsible for ensuring the efficient and safe operation of the high-energy themed experiences that BMP creates and operates. In this role, you will lead a team of talent in ensuring that quality standards have been met.



This role is responsible for ensuring that Team members are providing exceptional guest service, safety protocols, scheduling and following our guest experience guidelines at our current and future experiences.

For the 2023 Holiday Season, BMP is operating Snow Factory at Gaylord Palms in Orlando, FL and a second Resort Destination in San Antonio. Snow Factory is a winter-themed realm where Guests play in a winter wonderland featuring three distinct offerings:

1. **Snowball Build and Blast** - a unique target “toss” game where guests create their own, REAL snowballs and toss them at an interactive target wall
2. **Snow Flow Mountain** - an ice slide made of *real ice* that allows Guests to take a zip downhill on an tube
3. **Snow Plaza** – this free flow area features beautiful, flocked Christmas Trees, dancing lights, and occasional snow flurries

For the duration of the 2023 Season, you will interface directly with the various Gaylord Operations Teams (Entertainment, Housekeeping, Guest Service, etc) in ensuring smooth daily operations as well as in resolving Guest issues that may arise. You will also manage any BMP vendors on site including ice slide operations. You will have the important responsibility of representing both Gaylord and BMP with professionalism whenever interacting with Gaylord Guests, vendors and Stars (Team Members).

In addition to your daily operations responsibilities, you will also be part of the Snow Factory Production Team. Guest Experience Managers will be on site for install and strike, assisting with management of BMP Subcontractors and Partners who will be installing the physical assets that make up Snow Factory. You will assist with setting/ fluffing trees, set dressing, decorating and installing operational elements (snow makers, ticket scanners, etc). During strike, you will assist with general tasks that may include organizing, cleaning, and packing of all assets for storage.

This is an **hourly seasonal role**, with the potential to be placed at either Snow Factory location.

1. Managers based in Orlando must provide a minimum of two (2) days of availability per week for the duration of the install/ operation/ strike of Snow Factory. Start date as early as October 11, 2023 end day January 10, 2024.
2. Managers based at out-of-state locations must be available to work five (6) days a week on location. Private Accommodation, per diem, and transportation to and from site will be provided.



This is an hourly role with potential for overtime as needed. The projected start date is Wednesday, October 11, 2023, and your employment will end no later than January 10, 2024 with possibility for continuation to the next project with BMP based on performance.

## RESPONSIBILITIES

- Lead and supervise various Talent within the BMP Operation
- Inspire Talent to exceed Guest expectations by delivering exceptional Service
- Exemplify the BMP pillars of Safety, Courtesy, Show, Efficiency, and Studio For All in all aspects of your role
- Seek ways to continually improve the Talent/Guest experience
- Mentor and develop Talent by providing recognition as well as timely and actionable feedback as needed
- Partner with other Lines of Business to resolve Guest issues in a timely manner
- Demonstrate fiscal responsibility in planning and decision-making
- Utilize all communication tools including iPhone, Instant Messaging, voicemail, e-mail, etc. and respond appropriately
- Coordinate show elements and partner with various other departments, teams and lines of business to reach operational goals while developing and maintaining positive relationships
- Gain a complete understanding of the creative intent of the offering(s) you are responsible for. Work to maintain the creative intent of the offering(s) in all aspects
- Manage and utilize all forms, tools, processes, and resources as appropriate to facilitate scheduling, payment, labor tracking, and reporting tools as well as provide oversight of day-to-day schedules, and time sheets
- Lead shift “start-up” and “Shut-down” meetings
- Assist with start-of-day and end-of-day procedures
- Resolve Guest issues utilizing all tools available and partner with Guest Service Leadership to ensure Guest follow up needs are met
- Respond to and assist in collecting Guest Injury claims data
- Step into operations roles as needed
- Work with BMP General Manager and Studio Leadership as needed to accomplish tasks and other work assigned
- Assist on site during install and strikes to ensure project is executing per plans
- Communicate and coordinate with contractors and other consultants
- Maintain confidentiality of all information
- Work some or all holidays.
- ***ALWAYS share the BMP studio spirit with others internal and external***

## QUALIFICATIONS

- 2 years minimum experience in a Guest Service Role or Operational role.
- Previous Guest Service Leadership Experience Preferred



- Proficient in Microsoft Suite
- Organized and detail-oriented
- Strong Guest/Client-facing presence, teamwork, and communication skills
- Self-starter who works well independently
- Be able to climb ladders up to 12' tall
- Use of simple hand tools if needed
- Ability to lift materials up to 50 lbs
- Ability to walk on uneven surfaces, climb stairs, and walk on inclines/ramps
- Ability to stand for long periods of time
- Ability to work in varying cool to hot climates
- Ability to work indoors and outdoors

## COMPENSATION

- Seasonal Hourly Role
- Overtime Eligible
- Hourly Rate: \$23.00/hr – \$25.00/hr
- Project Bonus Eligibility upon successful completion of season
- Cell phone stipend