

# GUEST EXPERIENCE MANAGER – BMO

09.20.2024

## ABOUT US

**B Morrow Productions (BMP)** is a creative and production firm located in the Theme Park Design District of Orlando, Florida. We embrace a collaborative approach between our clients and the exceptional talents at BMP. As an entrepreneurial, fast-paced, and creatively driven studio, BMP offers significant opportunities for personal and professional growth for our studio talent. As we continue to grow, our services have expanded to include our sister organization, **B Morrow Operations (BMO)**.

**B Morrow Operations (BMO)** provides comprehensive operational expertise, including entertainment and themed activation planning/design, rehearsal and show development, and special effects design/incorporation. We ensure every detail is flawlessly executed, allowing our Guests to experience unique, one-of-a-kind activations. Our clients span various sectors, including theme parks, zoos, live entertainment, resorts, and educational experiences, providing our team with diverse and enriching projects.

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

## YOUR ROLE

As a **Guest Experience Manager** at B Morrow Operations, you will oversee the efficient and safe daily operation of the high-energy themed experience **Snow Factory** as part of the Gaylord Christmas Celebration. You will manage the Guest experience by providing guidance and support to our Attractions Operators to ensure exceptional Guest Service and immersive engagement across the themed realm. This position is at one of the Gaylord Resort properties in the 2024 Snow Factory portfolio and will directly report to the Site Manager(s) at that property.

## Key Responsibilities:

### Leadership and Management:

- Act as the point of contact for our Guest facing Talent
- Provide consistent and accurate information to the onsite resort representatives and Site Manager related to the operation of Snow Factory
- Lead and inspire various Talent within the BMO Operation.
- Teach, exemplify, and inspire adherence to the BMO pillars of Safety, Courtesy, Show, Efficiency, and Studio For All.
- Set and enforce daily opening and closing procedures for all attractions.
- Maintain daily logs and reports needed for compliance and ensure Talent are following the OG for their assigned work location

### Guest Experience:

- Ensure Operations Talent delivers exceptional Guest Service and adheres to safety protocols and Guest Experience guidelines.
- Resolve Guest issues promptly and effectively, partnering with other lines of business, as necessary and communicating with the Site Manager if further assistance is needed.
- Working collaboratively with BMO's operational partner, Magic Ice, to ensure a safe, efficient, and well-organized operation for all attractions.

### Operational Excellence:

- Ensure smooth daily operations by coordinating with Gaylord Operations, Guest Service Teams, and Magic Ice Operations Manager on operational discussions that affect the Snow Factory Realm and larger Christmas At Gaylord experiences.
- Respond to and assist in collecting Guest claims/injury data and reporting situation to Site Manager
- Assist with installation and strike, in partnership with BMP & BMO subcontractors and partners, and ensuring project execution per plans.

### Fiscal Responsibility:

- Utilize all communication tools effectively, including radios, iPhone, instant messaging, voicemail, and email.
- Work closely with Site Manager on adjustments to daily labor or impacts to the operation.

### Collaboration:

- Coordinate show elements and partner with various departments to reach operational goals while maintaining positive relationships.
- Communicate and coordinate with contractors and other consultants.

- Host operational updates and data from the day before for startup meetings to inspire Talent.

**General Responsibilities:**

- Maintain confidentiality of all information.
- Work during scheduled shifts including weekends, nights, and holidays with willingness to be flexible with shift times to maintain Leadership Coverage.
- Step into operations roles as needed to maintain operation
- Share the BMO studio spirit with all stakeholders for Safety, Courtesy, Show, Efficiency, and Studio For All.

**For the 2024 Holiday Season, BMO is operating Snow Factory at five locations, and is currently seeking Guest Experience Managers for the sites listed below:**

- Gaylord Palms in Kissimmee, FL
- Gaylord National in National Harbor, MD
- Gaylord Opryland in Nashville, TN
- Gaylord Texan in Grapevine, TX
- JW Marriott San Antonio Hill Country in San Antonio, TX

**Snow Factory Offerings:**

- **Snowball Build and Blast:** A unique target game with real snowballs.
- **Snow Flow Mountain:** An ice slide tubing experience made of real ice.
- **Snow Plaza:** A free-flow area with flocked Christmas trees, dancing lights, and occasional snow flurries.
- Additional offerings may include **Ice Skating**, **Bumper Cars**, and a **Carousel**, varying by property.

## QUALIFICATIONS

- Minimum of 1 year of experience in a Guest Service or Operational Management role.
- Previous Guest Service Leadership experience preferred.
- Proficiency in Microsoft Suite.
- Strong organizational, detail-oriented, and client-facing communication skills.
- Positive demeanor, with a commitment to excellence and quality
- Self-starter who works well independently.
- Physical ability to lift materials up to 50 lbs.
- Physical ability to walk on uneven surfaces, inclines, and ramps.
- Physical ability to stand for lengthy periods.
- Ability to work in varying climates and both indoors and outdoors.

## COMPENSATION

- Seasonal hourly shift-based role, eligible for overtime.
- Willingness to work varying shifts between 7AM-11PM on weekdays and weekends based on operational needs, with start dates varying by location as early as November 1, 2024, and end dates as late as January 10, 2025. Operating schedule to include weekdays, weekends, nights, and holidays on a variable schedule based on provided availability.
- Must be available to work a shifts on Holidays
- Hourly Rate: \$19.00
- Eligible 401k program with matching program after 6 months of employment
- Access to on property cafeteria for meals at a reduced rate