



Museum of Ice Cream Singapore

JOB TITLE: Guest Experience Specialist (Part-time)

Museum of Ice Cream (MOIC) Singapore is one of the newest attractions to break into the scene, and we're looking for new scoops to join the #teammoic family! MOIC is a vibrant food & beverage attraction that creates human connection through interactive play space, sweet treats and unique seasonal programming.

Guest Experience Specialists (GES) are the stars that run the show, and a typical day involves food & beverage service and preparation, retail service as well as running games and activities. With more than 10 different roles and stations to fill on any given shift, no two days are the same, especially since you'll be making connections with different people from around the world everyday!

We're looking for scoops who aren't afraid of fast-paced environments that expect you to find creative solutions to unexpected problems. GESes need to be outgoing, energetic, adaptable and work well in a team, as well as be excited to meet and have fun with new people!

RESPONSIBILITIES:

- Represent the Museum of Ice Cream brand with integrity and enthusiasm
- Actively engage guests with high energy and create an atmosphere of celebration consistently on the floor
- Provide warm customer service through personalized guest assistance
- Become an expert of our scripts, protocol, company rules and policies
- Achieve mastery in knowledge of products, treats, and basic business information
- Food & beverage preparation
- Cleaning, disinfecting, and organizing of spaces
- Set-up and close down assigned stations and space

MUSEUM OF ICE CREAM

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JOB REQUIREMENTS

- This role is available for applicants that are 16 years of age or older
- Availability to work **at least one weekend shift** is required
- GES need to be able to work well and keep calm under pressure

SALARY RANGE & HOURS

- \$12 - \$14/ hour
- The hourly rate increases from \$12 to \$13/ hour if 25 working hours and above are fulfilled
- The hourly rate increases to \$14/ hour if 36 working hours and above are fulfilled

Interested applicants can send their resume and cover letter to

hire@museumoficecream.com.sg with "Application for [JOB TITLE] - [Your Name]"

in the subject line. You are encouraged to list relevant experience in positions that involve customer service, food & beverage operations, activities facilitation or other similar roles.