



Museum of Ice Cream

JOB TITLE: Guest Experience Specialist (Full-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 exhibits and space
- Representing in external events and activations

MUSEUM OF ICE CREAM

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- Mentoring and training new hires on the floor
- Opportunities for job progression will be discussed upon securing employment

JOB REQUIREMENTS

- This role is available for applicants that are 18 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
- Having previous experience in F&B service/ games & activities facilitation is preferable
- Having existing food safety certification is preferable
- Openness to undergoing barista training

SALARY RANGE & HOURS

- 44 hours per week
- Starting from SGD\$2,300

Interested applicants can send their resume, expected salary 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.