

## **We've all been there. You nail the interview and get that job you've been hoping for, but the reality of the role is far from what you expected.**

Now, we think that working for The Climbing Hangar is pretty good fun. You're working at a sick wall, surrounded by an amazing community, customer base, a tight staff team, and you get to talk about the thing that you love all day- climbing! What's not to love, right?

The reality is though, the good times that our staff have on shift are balanced with often repetitive, hard work. Working in a forward-facing customer service role is both rewarding and intense at times, and we don't want to shy away from the reality of that.

So, to give you a clear picture of the highs and the lows of the job here's the scoop on our crew's favourite and least favourite parts of their roles.

### THE LOWS

- △ "Some of the jobs on shift can feel a little repetitive. On a busy day when you've had 600 customers through the door, you can find yourself doing the same job or saying the same thing again and again"
- △ "On busy days, it can feel pretty stressful sometimes. You have to juggle lots of jobs to make things work well for everyone"
- △ "I know it's essential, but cleaning the toilets has to be the thing I like least about the job".
- △ "The closedowns. When the customer numbers start to drop, it's easy to lose energy & psych after a busy day, and then you realise you still have lots of things to do before you clock off"

### THE HIGHS

- △ "Seeing people succeed. I love that we get to pass on our psych for climbing and inspire people"
- △ "The staff and the community. I love the fact that we get to work with a whole spectrum of people. The community is so diverse."
- △ "It feels safe to be yourself at work. You can let your personality out and connect with people in a true way."
- △ "The events and parties are sick. Super busy, but the atmosphere is banging"
- △ "The staff team. Everyone really helps each other out. I never feel left on my own - the food and coffee are a pretty good perk too"
- △ "I love that I get to cook and learn new skills like making pizzas"

So, if after reading this, you are still psyched about the role, please continue with your application. We look forward to interviewing you!

If you would like any further info about the role, please feel free to drop us an email: [recruitment@theclimbinghangar.com](mailto:recruitment@theclimbinghangar.com)