

# JOB DESCRIPTION



## FRONT OF HOUSE ASSISTANT ♦ ALDWYCH THEATRE

DEPARTMENT	Front of House
CONTRACT TYPE	Show Contract (Full Time)
REPORTS TO	Theatre Management
DIRECT REPORTS	None
SALARY	£12.61 per hour
HOURS	Minimum 30 hours across eight shows, Monday to Saturday, including afternoon, evening and weekend work. Must be available to work all shows.
HOLIDAY	32 days per annum, pro-rated based on contract type and length.



### JOB PURPOSE

Front of House Assistants provide the highest standards of customer service to all visitors, being helpful and polite at all times. They are a part of the customer's theatrical experience from the moment they arrive to the moment they leave, scanning tickets, directing people to bars, toilets and their seats, and encouraging and maximising sales in face-to-face interactions.

They monitor audience behaviour during the performance in the auditorium, and ensure that all front of house areas (including bars, toilets and the auditorium) are in a presentable state. Manual handling will be required to move stock around the building.

## KNOWLEDGE / EXPERIENCE / SKILLS NEEDED

Please demonstrate how you meet these qualities in your application.

### ESSENTIAL

- ◆ Ability to speak confidently with customers and give clear instructions
- ◆ High standards of customer service
- ◆ Ability to maximise sales in face-to-face customer interactions
- ◆ Punctual timekeeping
- ◆ Ability to work calmly under pressure
- ◆ Self-motivated with a proactive work ethic, being flexible and dynamic when on shift
- ◆ Ability to lift and carry stock around the building

### DESIRABLE

- ◆ Previous theatre, bar, hospitality or retail experience
- ◆ Experience of using electronic sales devices or willingness to learn to use electronic sales devices
- ◆ Understanding of Health & Safety within a customer facing environment
- ◆ Willingness to receive further training

## MAIN DUTIES AND RESPONSIBILITIES

### CUSTOMER SERVICE AND SALES

- ◆ Provide excellent customer service to patrons, talking with customers and providing them with a first class theatre experience.
- ◆ Scan tickets efficiently and accurately to ensure that only valid tickets are admitted to the theatre.
- ◆ Proactively monitor the safety and wellbeing of patrons during a show/event.
- ◆ Respond to any customer issues, including disruptive audience members, and attempt to resolve them in an efficient and customer focussed manner.
- ◆ Swiftly and effectively communicate any problems to a level supervisor or manager.
- ◆ Proactively maximise sales of all Front of House stock (including drinks, snacks, ice-creams, programmes and company merchandise) through

speaking with customers, upselling, highlighting special offers and offering interval orders at every suitable opportunity.

- ◆ Assist on outlets, such as a bar, kiosk or merchandise outlets demonstrating good product knowledge.
- ◆ Sell alcohol responsibly and in-line with the theatre's premises license, including requesting ID of customers who appear to be under 25, and refusing the service of alcohol to those who are heavily intoxicated.
- ◆ Perform accurate transactions using sales devices.
- ◆ Follow stock management guidelines, ensuring that stock is stored securely, rotated according to best before dates and accurately counted and reconciled after each event.

## **TEAMWORK**

- ◆ Maintain a friendly, professional and helpful attitude to all work colleagues, proactively offering support to others who are busier.
- ◆ Maintain a positive outlook to work at all times.
- ◆ Engage fully in all team tasks and incentives.

## **HEALTH AND SAFETY**

- ◆ Maintain a clean and tidy sales point.
- ◆ Proactively ensure that all public areas of the building remain litter free and free from trip/slip hazards whilst patrons are in the building.
- ◆ When moving stock and property around the building as required, adhere fully to manual handling guidelines.
- ◆ At the end of each shift, take an active role in ensuring that your allocated section of the auditorium is clear and free of patrons, and that all rubbish has been disposed of.
- ◆ Take an active role in evacuations and evacuation drills.
- ◆ Know, understand and implement the company's Health and Safety and Food Hygiene Policies.
- ◆ Comply with all Company Policies and Procedures, including but not limited to all HR Procedures and Environmental Policy.

## **OTHER**

- ◆ Maintain high standards of personal presentation and hygiene whilst on duty, following the Front of House dress code at all times.
- ◆ Commit to and attend shifts on time, dressed appropriately and ready to begin work.

- ◆ Commit to the show schedule, which includes daytime, evening and weekend shifts.
- ◆ Assist in the setting up of hospitality and other events and facilitate their operation as instructed by theatre management.
- ◆ Undertake any other duties as required by the management team and supervisors.