

## JOB DESCRIPTION

Job Title:	<b>Front of House Assistant</b>
Reporting to:	Head of Customer Services & Facilities and Deputy Customer Services & Facilities Manager
Rates of Pay:	£8.91 PER Hour Double Time payments due for actual hours worked on Sundays and Bank Holidays and as per UK Theatre / BECTU agreement.
Hours:	Casual basis Daytimes, evenings, weekends and Bank Holidays. Holiday cover for co-workers will be required.

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### **About the role**

As a Front of House Assistant you will often be the first point of contact for the customers in the theatre. You will work in three main areas: The Café, the Bar and as an Usher.

### **Principal Responsibilities**

1. To ensure the highest standards of comfort and safety for the general public at all times before, during and after a performance.
2. To present a welcoming, courteous, helpful and efficient service for the Queen's Theatre to all members of the general public.
3. To be pro-active on behalf of the Theatre in the areas of customer care and front-of-house sales.
4. Must be over 18 years old as the selling alcohol is required.

### **Main Duties**

#### **Public Safety**

- To anticipate the comfort and safety needs of theatregoers at all times.
- To be familiar with the Queen's Theatre's fire and evacuation procedures and to attend all emergency and evacuation drills and training in order to be able to carry out emergency procedures correctly.
- To be responsive to any other emergency that may occur, such as sudden illness, and to react with calm, speed and efficiency.
- To be aware of the standards of tidiness required in the foyer and the auditorium and to be responsible for maintaining these standards at all times.
- To be familiar with the Theatre's products and facilities and in particular with current and future shows and events in order to assist the public with queries and to promote the work and image of the theatre.

- To be aware of the needs of patrons with disabilities of all kinds and to ensure those needs are met accordingly.
- To ensure that all current Theatre Covid regulations are adhered to for the health and safety of both patrons and staff.

#### Front of House Sales

- To carry out sales of food and drink in accordance with procedure to ensure the efficient running of the Queen's Theatre Bar and Café-Bar.
- To sell ice creams, confectionery, programmes and merchandise to the general public.
- To ensure the accurate accounting of sales and takings, using the till facilities provided and in keeping with the theatre's financial regulations.
- In accordance with Environmental Health Regulations to observe a high standard of cleanliness and hygiene in all areas and especially of the bar and café equipment, glasses etc., and of general tidiness in the bar and café and related public areas and to maintain the best possible personal practice, in matters of hygiene, security and tidiness.
- To be aware of the need for maximum profit contribution from the front of house operation and to be vigilant in matters such as wastage and spoiled drinks, keeping losses to the minimum.

#### General

- To regularly check the staff rota and ensure any problems arising are reported immediately.
- To wear appropriate clothing and stick to the Queens Theatre dress code at all times on duty and to adhere to the theatre's standard of personal presentation.
- To complete accurately a weekly timesheet for countersignature by the Head of Customer Services & Facilities.
- To undertake training as required both in-house and away from the Theatre as required in health and safety, first aid, fire marshalling, food hygiene and sales.
- At the end of the performance and subject to operational requirements, to undertake to clear the auditorium of litter and prepare it ready for the next performance.
- To be aware of the Theatre's Health and Safety rules as they affect the front of house area.
- To carry out any other duties as shall reasonably be required by the Deputy Customer Services & Facilities Manager.

# Front of House Assistant

## Person Specification

### Skills/Experience

#### Essential

- Enjoys inter-acting with a wide range of people
- Enthusiastic and polite manner
- Flexible and pro-active approach
- Enjoys being part of a team
- Enthusiastic about theatre and live events
- High standard of personal presentation
- Experience of customer care
- Cash handling

#### Desirable

- Enthusiastic about Queens Theatre
- Experience of sales work
- Experience of bar work
- Experience of catering work
- Stock handling

### Qualifications

#### Desirable

- Current first aid certificate
- Basic food hygiene certificate