

## Job Description

<b>Job title:</b> Front of House Assistant (Usher and Bar)	<b>Venue:</b> Aldwych Theatre
<b>Direct Reports:</b> None	<b>Reports To:</b> Theatre Management
<b>Hourly Rate:</b> £11.05	<b>Department:</b> Front of House

### Job Purpose

The Front of House Assistant provides the highest standards of customer service to all visitors. This includes speaking with all customers who enter the building.

You must be helpful and polite at all times. Scanning customer tickets, directing them to the bars, toilets, and their seats, as well as encouraging and maximising sales in face-to-face interactions. You are a part of the customers theatrical experience from the moment they arrive, to the moment they leave.

As part of this role, you will be required to monitor audience behaviour during the performance inside the auditorium. This will include ensuring that all front of house areas are in a presentable state, this includes the auditorium, bars, and toilets. Manual handling will be required to move stock around the building. You will play a key part should the theatre audience need to be evacuated.

### Knowledge/experience/skills needed

Essential	Desirable
<ul style="list-style-type: none"> <li>You will need to speak confidently with customers and be able to give clear instructions.</li> <li>You will need to enhance the customer's theatre experience and offer consistently high standards of customer service.</li> <li>You will be required to maximise sales in face-to-face customer interactions.</li> <li>You must have punctual timekeeping.</li> <li>You will need to remain calm and respond well under pressure.</li> <li>You will need to be able to lift and carry stock around the building.</li> <li>You will need to be self-motivated with a proactive work ethic, whilst being flexible and dynamic in your role when on shift.</li> </ul>	<ul style="list-style-type: none"> <li>Previous theatre, bar, hospitality or retail experience.</li> <li>Experience of using electronic sales/the ability to learn how to use devices.</li> <li>Understanding of Health &amp; Safety within a customer facing environment.</li> <li>Willingness to receive further training.</li> </ul>

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### Main Duties and Responsibilities

#### Customer Service and Sales

- Provide excellent customer service to customers, 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 customers 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 I.D. of customers who appear to be under 25, and refusing the service of alcohol to those who are heavily intoxicated.
- Learn our sales devices to be able to perform accurate transactions.
- 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 co-workers that may need assistance, and engaging fully in team tasks and incentives. Maintaining a positive outlook to work at all times.

#### 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 customers 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 customers and that all rubbish has been disposed of.
- To know and understand the company's health and safety policy and food hygiene policy and to implement them.

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- Take an active role in evacuations and evacuation drills.
- Comply with all Company Policies and Procedures, including but not limited to all HR Procedures, the Environmental Policy and the Health and Safety Policy. To undertake any other duties as required by the management team or supervisors, including supervising front of house areas as required.

### **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.
- To commit to the show schedule. Which will include 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.