

## 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>	£10.25	<b>Department:</b>	Front of House

### Job Purpose

The Front of House Assistant needs to provide a high standard of customer service to all customers visiting the theatre. To be helpful, polite, proactive and welcoming to customers and colleagues. To maximise sales and actively assist management and their colleagues in the smooth running of the theatre. To represent the theatre to the highest standard and ensure that all customers leave the building having the best experience they could possibly have.

### Knowledge/experience/skills needed

Essential	Desirable
<ul style="list-style-type: none"> <li>Ability to offer consistently high standards of customer service</li> <li>Proactive approach to working with a team</li> <li>Good communications skills with customers and other team members</li> <li>Good Cash handling with and without the use of tills</li> <li>Ability to maximise sales in face-to-face customer interactions</li> <li>Ability to use mental arithmetic for small cash transactions</li> <li>Punctual timekeeping</li> <li>Able to remain calm and respond well under pressure</li> </ul>	<ul style="list-style-type: none"> <li>Previous theatre, bar, hospitality or retail experience</li> <li>Experience of using electronic tills</li> <li>Understanding of Health &amp; Safety within a customer facing environment</li> <li>Willingness to receive further training</li> </ul>

### Main Duties and Responsibilities

#### Customer Service and Sales

- Provide excellent customer service to customers, remaining alert, and attentive to them at all times.
- Check tickets efficiently and accurately to ensure that only valid tickets are admitted to the correct area of the theatre.
- Proactively monitor the safety and wellbeing of customers during a show/event.

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- 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 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.
- Process cash and card transactions accurately, following cash handling procedures at all times.
- Take ownership of your stock. Counting all items at the beginning and end of sales
- As a mobile seller actively roam around a designated area, engaging with customers to increase sales.
- 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 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.
- 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.

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### 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 be flexible with working hours, covering day, evening, weekend and show 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.
- We want to create and sustain a productive, diverse and inclusive working environment. We ask everyone who works with us to champion this ambition and embed it into their day-to-day work.