

DOMINION THEATRE

Job Description

Job Title: Front of House Assistant	Theatre: Dominion Theatre
Direct Reports: None	Reports To: Front of House Manager
SOLT/BECTU Grade: N/A	Department: Front of House

Job Purpose

The Front of House Assistant works in a variety of locations within the front of house and events area, providing the highest standard of customer service to any visitor to the theatre and maximising every sales opportunity. They support their colleagues, supervisor and the management team to ensure the smooth running of the FOH operation including taking an active role in the theatre's evacuation procedure. This role involves evening and weekend work.

Knowledge / Experience / Skills Needed

Essential	Desirable
<ul style="list-style-type: none"> • Ability to offer consistently high standards of customer service • Proactive approach to working with a team • Good communications skills with customers and other team members • Ability to maximise sales in face to face customer interactions • Punctual timekeeping • Ability to work calmly under pressure • Willingness to receive further training • Good cash handling skills • Ability to use mental arithmetic for small cash transactions • Interest in live entertainment 	<ul style="list-style-type: none"> • Good understanding of Front of House operations within a live entertainment venue • Experience of using electronic tills • Understanding of Health & Safety within a customer facing environment

Main Duties and Responsibilities

Customer Service and Sales

- Provide excellent customer service to patrons, 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 patrons during an event/show

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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.
- Process cash and card transactions accurately, following cash handling procedures at all times.
- As a mobile seller actively roam around a designated area, engaging with patrons to increase sales.
- Follow stock management guidelines, ensuring that stock is stored securely, rotated account 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 event take an active role in ensuring that an 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.
- 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, supervisors or events team, including deputising for other 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.
- Assist in the setting up of hospitality and other events and facilitate their operation as instructed by the Dominion Events team.
- Undertake any other duties as required by the management team, supervisors or events team, including deputising for other front of house areas as required.