



JOB DESCRIPTION

Job Title: Front of House Assistant

Reporting to: Front of House Manager

MAIN PURPOSE:

Ensure that the highest standard of customer care is delivered at all times whilst actively maximising sales within all areas of the front of house department.

MAIN RESPONSIBILITIES:

- Deliver excellent customer service at all times.
- Ensure the comfort and safety of the general public at all times.
- Pro-actively maximise sales through effective sales techniques whilst working in all areas of the theatre which will include: bars, kiosks, ushering, ice cream, programmes and merchandise.
- Maintain the secure and accurate handling of all money and stock, keeping within the theatre's financial regulations.
- Prepare and present the bar areas and serve drinks and other products.
- Assist with any bar deliveries that arrive and stock the bar when necessary.
- Remain aware and follow the health and safety procedures of the company and take responsibility for the health and safety of all customers during their visit.
- This includes but is not limited to being familiar with the King's Theatre fire & evacuation procedures and attend any drills or training in order to be able to carry out emergency procedures correctly.
- Attend training when necessary to further self-development.
- To be responsive to any other emergencies that may occur such as sudden illness, and to react with calmness, speed and efficiency.
- Help maintain cleanliness and safety in **ALL** front of house areas.
- Assist with cleaning the auditorium and front of house area at the end of the show.
- Dealing with patron's queries and complaints.
- Undertake any other duties as required by management.

This job description will be reviewed on a regular basis and will, in consultation with the post holder, be adjusted as necessary or appropriate in line with the developing nature of the Kings Theatre's services.

PERSON SPECIFICATION:

Essential

- Previous experience in a customer service role.
- Excellent customer service skills.
- Able to work unsociable hours
- Team player.
- Ability and will to use initiative.
- Capable of working well in a busy environment and under pressure.
- High standard of presentation.
- Reliable and punctual.

Desirable

- Current first aid at work certificate.
- Understanding of Health and Safety
- Interest in theatre
- Previous experience in an entertainment venue.

PLEASE NOTE THIS JOB IS PRIMARILY EVENING & WEEKEND WORK. You must be able to work those times to be considered for the role.