



## The Kings Theatre Trust Ltd

### Job Description

<b>Job Title: Front of House Assistant / Casual</b>	<b>Reporting to: FOH Manager, Assistant FOH Manager &amp; Duty Manager</b>
<b>Name of Incumbent:</b>	<b>Signed by Employee:</b>
	<b>Date signed:</b>

#### **Purpose**

To ensure the comfort and safety of the general public at all times before, during and after a performance. To present a welcoming, courteous, helpful and efficient service for the Kings' Theatre to all members of the general public. To be pro-active on behalf of the theatre in the areas of bar sales, front-of-house and customer care. To maintain the secure and accurate handling of all money, keeping within the theatre's financial regulations.

#### **Main responsibilities;**

##### **Bar Duties**

1. To prepare and present the bar areas to the Theatres high standards.
2. The serving of drinks and products whilst maintaining a high level of customer service.
3. Helping to maintain cleanliness and safety in the bar/cellar/washroom and all Front of House areas.
4. Assisting with stocking the bar and their cleaning.
5. Preparing and serving in bars with a professional and friendly manner when used for hospitality to create a welcoming environment.
6. To be responsible for cash or card transactions that goes through the bars.
7. To remain aware and follow the Health and Safety procedures of the company.
8. To assist in any bar deliveries that arrive.

##### **Main Duties**

1. To be familiar with the King's Theatre fire and evacuation procedures and to attend any drills or training in order to be able to carry out emergency procedures correctly.
2. To be responsive to any other emergencies that may occur such as sudden illness, and to react with calmness, speed and efficiency.
3. To ensure that the standard of tidiness in the foyer, the bars and the auditorium is maintained at all times.
4. To be aware of the needs of patrons with disabilities of all kinds and to ensure those needs are dealt with tactfully.

##### **Ushering Duties**

1. Checking patron's tickets and showing them to their seats.
2. To maximise income generation through the sale of programmes, ices, confectionery.
3. Assist with the cleaning of the foyers and auditorium when needed.
4. Dealing with patron's queries and complaints.

- Undertake any other reasonable activity or responsibility as directed by line management.

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

## RESPONSIBILITIES AND AUTHORITY

### Financial

Responsible for Ice Cream, Confectionary, Merchandise and Bar Sales

### Contacts with other people:

- Internal – senior managers and operational staff.
- External - local businesses, other local authorities and general public.

### Location

Main location of work will be the Kings Theatre. The post holder may also be required to provide cover at other locations on occasions as a result of staff shortages, events, functions etc.

### Exertion

Normal exertion consistent with bar work, some manual handling required.

### Accident/Health risk:

Normal risks associated with manual handling, cleaning tasks and the use of standard cleaning chemicals in accordance with COSHH regulations.

PERSON SPECIFICATION		
Attainments	Essential	<ul style="list-style-type: none"> <li>• Bar Experience</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>• Formal Customer Care / Services qualification</li> </ul>
Special Aptitudes / Knowledge	Essential	<ul style="list-style-type: none"> <li>• Experience of cash handling</li> <li>• Strong customer service</li> <li>• Good numeracy and literacy skills</li> <li>• Good presentation and communication skills</li> <li>• Be outgoing, enthusiastic and friendly, well organised</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>• Understanding of Health and Safety Issues</li> </ul>
Interests	Desirable	<ul style="list-style-type: none"> <li>• Theatre and Arts</li> </ul>
Disposition	Essential	<ul style="list-style-type: none"> <li>• Self-starter</li> <li>• Accepts and seeks responsibility</li> <li>• Capable of performing well under pressure</li> <li>• Ability and will to use initiative</li> <li>• Team player</li> </ul>
Flexibility of Hours	Essential	<ul style="list-style-type: none"> <li>• Ability to work weekends and evenings</li> </ul>

