



The Kings Theatre Trust Ltd

Job Description

Job Title: Front of House Supervisor	Reporting to: Deputy Front of House Manager
Name of Incumbent:	Signed by Employee:
	Date signed:

Purpose

Effectively assist the front of house management with the practical operation of the front of house team. Ensuring that the highest standard of customer care is delivered at all times; whilst finding ways to actively maximise sales within all areas of the front of house department.

Main responsibilities;

- Assist with end of day procedures.
- Prepare equipment and procedure documents for the team before the show.
- Lead by example, motivate the team to strive for excellence and delivering premium service for every customer.
- With the front of house management team, lead and support the front of house assistants in delivering a seamless front of house operation.
- Deal with patron's queries and complaints effectively and immediately.
- Ensure all public areas of the building are safe, clean and presentable.
- 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 stock, assisting with stock management.
- Prepare and present the bar areas and serve drinks and other products.
- Assist with any bar deliveries that arrive as and when needed by your line manager.
- Assist behind the bar or usher when necessary.
- Remain aware and follow the health and safety procedures of the company

- This includes but is not limited to being familiar with the King's Theatre fire & evacuation procedures and attend any drills or training 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, escalating to the Duty Manager, if not First Aid trained.
- Help maintain cleanliness and safety in ALL front of house areas.
- Undertake any other duties as required by management.

This list of responsibilities is not exhaustive and the employee may be required to perform operational duties in addition to the above.

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.

PERSON SPECIFICATION		
Attainments	Essential	<ul style="list-style-type: none"> • Previous experience in a customer service role. • Experience of working well in a fast-paced environment and under pressure.
	Desirable	<ul style="list-style-type: none"> • Current First Aid at Work Certificate, or must be willing to undertake. • Experience in leading a team. • Personal License. • Experience of stock management.
Special Aptitudes / Knowledge	Essential	<ul style="list-style-type: none"> • Excellent customer service skills and desire to deliver an excellent experience, every time. • Excellent verbal and written communication. • Excellent numeracy skill. • Ability to use Microsoft Office Software. • Understanding of Health and Safety. • Ability to be adaptive, to prioritise and have focused time management.
Interests	Desirable	<ul style="list-style-type: none"> • Theatre and Arts
Disposition	Essential	<ul style="list-style-type: none"> • Reliable, punctual, flexible and able to work unsociable hours. • Team player. • Ability and will to use initiative. • High standard of presentation.