

Job Description

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

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 through the payments systems, keeping within the theatre's financial regulations.
- Ensure compliance with licensing laws and responsible alcohol service.
- Prepare and present the bar areas and serve drinks and other products whilst maintaining cleanliness and hygiene standards
- Check IDs to ensure patrons meet legal drinking age requirements in alignment with THINK 25.
- 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 Portsmouth Theatres 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.
- 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 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 and Theatre Royal's activities.

PERSON SPECIFICATION		
Attainments	Essential	• N/A
	Desirable	• Previous experience in a customer service role • Previous bar experience • Previous experience in an entertainment venue • Current First Aid at Work Certificate
Special Aptitudes / Knowledge	Essential	• Excellent customer service skills • Good verbal, numeracy and literacy skills
	Desirable	• Understanding of Health and Safety
Interests	Desirable	• Theatre and Arts
Disposition	Essential	• Flexible and 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

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