



PERSONNEL SPECIFICATION

Post Designation: Front of House Assistant

Job Purpose and Role:

The Front of House Team are the welcoming face of the theatre. They are the team who first greet the audience and look after them while they are here.

Front of House Assistants need to be friendly, helpful, and fully invested in providing the best possible level of customer service.

To actively upsell products, be responsible for cash handling and encourage ancillary sales at every given opportunity.

FACTORS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Qualifications	Good general education	First Aid at Work Customer Care Manual Handling Health & Safety Basic Food Hygiene	Certificates
Training	Ability to develop Willingness to undertake new tasks and demonstrate a flexible approach to work	Customer Service Business/Commercial Food & Beverage	Interview Ongoing Training
Experience	Dealing with the public face to face	Experience of bar work and hospitality Cash handling, sales Upselling, product promotion Experience in similar position Experience of theatre/entertainment venue +1 year experience of working in a customer service role	CV Job Application Form References
Special knowledge/ skills	Ability to work as part of a team Ability to remain calm in a crisis and make decisions in difficult situations A personal commitment to the highest standards in customer care and venue presentation Sales and promotions	An interest in theatre Accessibility Awareness	Interview
Personal Qualities	Well presented Ability to communicate at all levels Good Customer Service skills Enthusiastic Confident Welcoming and friendly demeanour	Have an organised and methodical approach to work	Interview
Interests and Motivation	Outward going Meeting and helping people Self motivated		Interview
Commitment	Available for shifts weekends, daytimes, evenings, Bank Holidays, throughout December Flexibility	Availability for a minimum of three shifts each week preferred	Interview

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