



JOB DESCRIPTION

<u>Post Designation:</u>	Front of House Assistant
<u>Department:</u>	Front of House
<u>Responsible to:</u>	Head of FOH / FOH Manager
<u>Responsible for:</u>	N/A
<u>Location:</u>	Grand Theatre
<u>Allowances:</u>	Part Uniform provided The Theatre operates a personal pension plan

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.

Principal Duties and Responsibilities:

- To be available for daytime, evening, weekend, bank holidays and late nights as and when required on a rota basis.
- Front of House Assistants will be required to work over all areas of the department which include working behind the bars and kiosks, hosting and waiting on private booths, ushering inside the auditorium, roaming sales of merchandise and bar products
- Operating tickets scanners, paying attention to detail ensuring tickets are for the correct performance date, time and area of the theatre. Directing patrons to their numbered seats.
- Looking after audience welfare in all public front of house areas of the theatre. Ensuring that patrons are complying with theatre rules while they're inside the auditorium. To be the first port of call for customer enquiries and to enforce the theatre rules if necessary.
To ensure the safe entry and egress taking care to check seats for damage and missing items after each performance.
- To promote, encourage and upsell sales from the licensed bars ensuring the customer receives the correct items in the correct measurements for the correct price. To ensure orders are presented to the customer with care and attention and any offers, upselling opportunities and interval orders are

promoted in a professional manner ensuring other customers are not left waiting.

- To take responsibility for cash floats, ensuring that all goods are paid for at the correct price, the correct change is given and any tips recorded. To reconcile monies taken at the end of trading ensuring that tills and floats balance and any discrepancies are thoroughly investigated in accordance with the theatre Financial Procedures.
- To be familiar with and uphold the Licensing Act 2003 when working in any part of Front of House, in particular the bars. Ensuring the theatre's licence is never put at risk.
- To actively promote the sales of ice creams, programmes, merchandise inside the auditorium and roaming sales front of house.
- Preparing the private booths for pre booked packages, ensuring that the booths are presented to a high standard and all food packages are correctly set up and prepared within Food Hygiene standards.
To meet and greet booth customers ensuring they receive a VIP experience.
- To be familiar with all parts of the Theatre, public facilities and services in order to assist and direct the public, as necessary.
- To be responsible for the cleaning of the bars, function rooms, and front of house areas ensuring that cleaning checklists are completed correctly and with care and attention to comply with the requirements of the environmental health and food safety regulations. To ensure the auditorium is clean at all times, reporting any issues to the Duty Manager. To assist the housekeeping team with rubbish pick ups in between performances when required.
- To carry out routine cleaning of fridges, soft drink dispensers, coffee machines, ice machines, glass and dishwashers as directed.
- To ensure bars are fully stocked at all times, paying attention to facing up, best before dates and stock rotation.
- To evacuate the building in the event of a fire or emergency, ensuring the safe and calm egress of customers and making sure the evacuation procedures are carried out. Assisting customers with disabilities using the evacuation chair. Ensuring your own personal safety at all times.
- To be trained in Emergency First Aid at Work and to attend any first aid incidents when called upon whilst awaiting the emergency services.
- Reporting all unusual incidents, health and safety issues and maintenance issues to the Front of House Manager.
- To comply with all Grand Theatre policies and procedures at all times.
- To ensure the highest standards of personal and professional presentation, including the wearing of uniform as outlined in the FOH Policies and Procedures manual.
- Attend regular staff training sessions and departmental meetings as and when required.

- Undertake any other such relevant duties as the Head of Front of House, Front of House Manager or Theatre Senior Management may reasonably require.
- To undertake these duties with an awareness of and in compliance with, the Grand Theatre's Equal Opportunities and Health & Safety Policies.
- To liaise with the Head of Front of House in a regular review of this job description so that it adequately reflects the changing needs of the service.
- To carry out any other duties which are commensurate with the salary and designation of the post, subject to any reasonable adjustment under the Equality Act 2010

Please note that the successful candidate may be asked to undertake a Disclosure and Barring Service check before commencing duties and responsibilities. Any existing DBS check will only be accepted by the theatre if it is less than six months from the date disclosure was made.

Signed by:

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Date:

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