

CORONET FRONT OF HOUSE ASSISTANT PRINTROOM JOB DESCRIPTION

Job Title: Front of House Assistant
Contract Type: Casual Worker
Rate of Pay: £8.50 per hour plus holiday pay, paid fortnightly
Reports to: Operations Manager & Duty Managers

To apply for this position:

Please send a CV and covering letter to Hannah Shirer via recruitment@the-print-room.org

Key Objectives

- Providing knowledgeable, efficient, friendly and professional customer service to all visitors.
- Maintaining high standards of customer care at all times.
- Ensuring the safety and security of all users and visitors to the Print Room.
- Maintaining the aesthetic and professional appearance of the whole venue.

Main Duties

- To ensure that an excellent standard of service is offered to all customers, and a positive and warm welcome is given at all times.
- To provide an energetic, professional and creative approach to delivering quality service.
- To effectively deal with any customer issues, problems, comments and complaints.
- To have a comprehensive knowledge of current and future performances and related activities.
- To maintain product knowledge and be familiar with current promotions or new products.
- To assist any patrons with access needs around the site, as appropriate.
- To work and upsell across all service areas including the Bar, Box Office and Front of House.
- To restock and replenish the service areas as required.
- To proactively maintain a thorough knowledge of safety and emergency procedures, and perform an integral role in evacuation procedures.
- To adhere to all aspects of licensing law, trading standards, food hygiene, health and safety and company policy.
- To maintain good housekeeping within all areas at all times.
- To proactively prepare all FOH areas prior to each performance including sweeping, spot-cleaning, watering plants, and any other duties as required.

Person Specification

- The ability and willingness to develop excellent customer service skills.
- Excellent interpersonal, diplomatic and general communication skills.
- To be able to motivate yourself for the duration of your shift.
- Availability to work unsociable hours.
- High standards of dress and appearance.
- Excellent time keeping.
- Cash handling experience.

Desirable

- Knowledge of Spektrix ticketing software.
- Previous experience of working within a theatre or a bar.
- Additional qualifications, such as: first aid, food hygiene, fire warden, etc.