

## Front of House Assistant: Context and Person Specification

**Job Title** Front of House Assistant

**Salary** £11.61 an hour

**Reports to** Bar Team Leader, Hospitality and Social Enterprise Manager and Duty Manager during showtimes.

**Direct Reports** None

**Base** Theatre Royal Winchester

**Hours** Casual

### Job Context

Play to the Crowd is an arts and education charity that incorporates Theatre Royal Winchester - a mid-scale heritage theatre; Hat Fair, an annual Outdoor Arts festival; and Playmakers, a year round programme of creative learning, participation, community projects and youth work including a weekly Youth Theatre.

Play to the Crowd is an equal opportunities employer and welcomes applications from people from the widest possible diversity of backgrounds, cultures and experiences.

### Job Purpose

To provide outstanding service in terms of efficiency, knowledge, presentation and customer care, whilst maximising sales throughout Theatre Royal Winchester's Bar. This role may be required to work both daytimes and evenings on a rota basis.

Theatre Royal Winchester's Bar serves specialist coffee, teas, and snacks during event hires and when there are performances within the theatre's auditorium. The Bar services the pre-show & interval drinks and ice-creams.

Please note that due to licensing laws we are only able to consider applications from those 18 years of age or over.

### Knowledge/Experience/Skills needed:

#### Essential

- Strong communication skills with both customers and team members
- Excellent customer service skills
- Ability to maximise sales
- Able to work flexible hours on a rota system including evenings and weekends.
- Clear and friendly manner
- Ability to work under pressure
- Team player
- Initiative
- Honesty and integrity
- Good numeracy and literacy skills
- Availability throughout December

#### Desirable

- Previous bar and/or food preparation experience
- Barista trained with knowledge of specialist coffee
- Experience using tills
- Experience working in an arts venue
- Cash handling skills
- Understanding of Health and Safety within a customer facing environment

#### Personal qualities

- Passion for the arts
- Imagination and creativity
- Confidence in working with a diverse range of people
- Willingness to learn

## **Front of House Assistant: Main Duties and Responsibilities**

### **Customer Service and Sales**

- To serve all customers in a friendly, professional, courteous and time conscious manner ensuring the best level of customer service
- Endeavour to upsell and promote the charity's products and visiting companies' merchandise at every opportunity
- Ensure the Bars, foyer and public areas are kept clean and tidy before, during and after opening hours and to undertake cleaning duties as required
- Ensure the Front of House and Bar areas comply with Health and Safety and environmental health guidelines, and undertake appropriate training in this area
- Prepare and serve a range of snacks, and hot and cold drinks
- Maintain stock levels and rotation behind bars and storage areas
- Ensure all licensing laws such as preventing service to under 18s are maintained at all times
- Ensure all purchases are served and recorded through the tills using the procedure shown
- Handle cash, stock and equipment in an accurate and secure manner
- Comply fully with the charity's management in the event of discrepancy
- Act as an information point for customers
- To understand, and actively participate in the implementation of the theatre's emergency and health and safety procedures and policies

### **General**

- Champion the organisation's values and act as an advocate for the organisation with the public and key stakeholders.
- Adhere to organisational policies and procedures and carry out all tasks to the highest standards in accordance with best practice.
- Actively support the organisation's action plans in respect of inclusion and equality.
- Comply with the company's Health and Safety policy at all times.
- Participate in training and other forms of staff and team development.
- Undertake such other tasks as are agreed with the Management of Play to the Crowd.

In addition to a commitment to the values, aims and objectives of Play to the Crowd, candidates should be able to show clear evidence of how their knowledge/skills/experiences match the Person Specification and support delivery of the Job Description in their application.