

JOB DESCRIPTION

JOB TITLE: Front of House Assistant (Casual)

VENUE: Manchester Opera House and Palace Theatre

RESPONSIBLE TO: Customer Experience Manager

MAIN PURPOSE: To deliver excellent customer service at all times in order to Make Theatre Magic and to assist in maximising sales within all areas of the front of house department

KEY RESPONSIBILITIES

- Deliver excellent customer service at all times
- Pro-actively maximise sales through effective sales techniques
- Actively seek to improve the service provided at all times through creativity, enthusiasm and innovation
- Be engaging and interactive with customers to ensure a personable experience is achieved
- Adhere to a high standard of uniform and the venue best practice procedures
- Maintain secure and accurate handling of all monies and stock in keeping with procedures
- Oversee and take responsibility for the health and safety of all customers during their visit to the theatre
- Have a good knowledge of the theatre, the current programme and surrounding area to answer customer queries
- At all times, work within Health and Safety and Food Hygiene Regulations
- We would like you to sign up for a minimum of 4 shifts a week.
- Attend training courses in order to further self-development
- Undertake any other duties as required by management

PERSON SPECIFICATION

Essential

- Previous experience in a customer service role
- Excellent customer service skills
- Bar Experience
- Attention to detail
- Cash handling experience and numeracy skills
- Able to work as part of a team and on own initiative
- Willingness to work unsociable hours
- High standards of presentation
- Proven record of maximising sales
- Reliable and punctual
- Good communication skills
- Able to work in a busy environment and under pressure
- Problem solving skills
- Proven record of working to targets

PERSON SPECIFICATION CONTINUED

Desirable

- Current First Aid at Work Certificate
- Basic Food Hygiene Certificate
- Personal Licence
- Passion for theatre
- Silver service
- SIA badge holder
- Creative thinking