
BARS AND HOSPITALITY TEAM MEMBERS**Purpose**

A dramatic transformation of the Shaftesbury Theatre for the 21st Century began in 2016 with the completion of the award-winning fly tower. This Autumn, the latest phase, the new 1911 Bar (four times larger than the current Stalls bar), together with a new hospitality suite, the Taffner Suite, will broaden the range of activities and events that the Theatre hosts. The new department has been created to devise and implement an exciting food and drink offer, deliver amazing service, and drive the business and revenue of our busy West End Theatre. Additionally, March 2023 sees completion of the Princes Circus landscaping allowing us to establish a speciality open air coffee and 'grab and go' offer.

As part of the Bars and Hospitality team you will report to the Head of Bars and Hospitality assisting in the smooth running of the theatre bars and hospitality as well as daytime events. The successful candidate will play a key role in this time of change at the Shaftesbury Theatre. They will need to be a hard worker who has a passion for both Theatre and Hospitality. The postholder reports to the Head of Bars and Hospitality, who is also their line manager.

Duties

- To provide a safe and welcoming environment to anyone visiting the theatre.
- To actively assist anyone who needs help within the venue.
- To maintain the highest standards of Customer Service in accordance with the Theatre's Customer Care guidelines and the Company's policies and aims.
- To work collaboratively with the other departments within the Theatre to exceed our guests' expectations.
- To have a thorough knowledge of the products we sell and be able to communicate this to our guests.
- To always present the Bars and Hospitality facilities to the highest standard.
- To serve food and beverage to the highest standard and in accordance with current food safety and Health and Safety guidance.
- To work closely with the Bars and Hospitality management team and be pro-active in maximising the customer spend increasing revenue and profitability of the Bars and Hospitality operation.
- Accurately process all transactions using our EPOS system.
- Ensure good stock management including accurate counting, restocking and rotation.
- To communicate effectively with the management team and escalate any issues or complaints that you can't resolve.
- To undertake any relevant training as directed by the Head of Bars and Hospitality.
- To always adhere to the Shaftesbury Theatre's Health and Safety Policies.
- To work on any task as requested by a member of management.
- To support Theatre of Comedy Company's communication objectives by sharing information with colleagues as appropriate whilst respecting confidentiality so that you and your colleagues have all the information you need to perform your duties effectively.
- To comply with the Company's Electronic Communications and Data Protection policies.
- To comply with Theatre of Comedy Company's Equal Opportunities and Health and Safety Policies at all times.

Person Specification

- Previous experiences working in either a bar, hospitality, or events.
- Great customer service.
- A willing to learn and try new things.
- Excellent communication skills.
- Good personal presentation and customer focused skills.
- Good spoken English.
- Numerically literate.
- Good social skills.
- A flexible attitude to working patterns.