

# **THEATRE OF COMEDY COMPANY**

## **FRONT OF HOUSE PERFORMANCE STAFF**

### **Purpose**

To assist in operating the Front of House areas of the Shaftesbury Theatre which includes the auditorium, foyer and other front of house spaces, when the theatre is in performance mode. All members of the Front of House team report to the Head of House Management, or their delegated deputy on all matters. A visit to the theatre is for most members of the public a significant event and thus the Front of House team has a vital role in representing both the Theatre and Production to ensure that the experience is of an exceptional quality.

### **Duties**

- To provide a safe and welcoming environment to the anyone visiting the theatre.
- To actively assist anyone who needs help within the venue.
- To provide informed and accurate information to the public.
- To consistently maintain the highest standards of Customer Service in accordance with the Theatre's Customer Care guidelines and the policies and aims of the Company.
- To work collaboratively with other departments within the Theatre to exceed our guests' expectations.
- To support the delivery of sales by selling within the auditorium and having an up-to-date knowledge of the Theatres' bar and hospitality offering.
- To communicate effectively and escalate any relevant information to the appropriate members of the team.
- To operate in accordance with the Front of House department's operational manual to always ensure efficient and effective operational procedures. Such procedures should comply with Licensing, Hygiene and Fire regulations.
- To report any equipment failures always ensuring adherence to operational procedures, effective routine maintenance and cleaning.
- To work on any special project as identified by the Senior Management team.
- To support Shaftesbury Theatre'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 always comply with the Shaftesbury Theatre's Equal Opportunities and Health and Safety Policies.

### **Person Specification**

- Previous experience working in a theatre, hospitality or events
- Exceptional customer service skills
- Excellent communication skills
- Good personal presentation and customer focused skills
- The ability to work under pressure and to tight deadlines whilst remaining calm
- A good team player
- Ability to take initiative
- A passion for theatre
- A flexible approach to working patterns
- Good social and interpersonal skills

The current performance schedule is evening shows Monday through to Saturday with afternoon performances on Thursday and Saturday. We regularly have additional Sunday performances which are available to pick up in addition to your standard hours and paid at an increased rate.

We currently pay London Living Wage of £11.95.