



JOB DESCRIPTION

Job title: Bar and Kiosk Assistant
Department: Front of House
Reporting to: Customer Operations Manager
Liaise with: Customers, Volunteer Front of House Ushers
Grade: Casual

Job purpose:

To provide the highest levels of customer service to ensure the comfort and safety of all our customers specifically in the bar and front of house areas.

Main duties and responsibilities:

- To be friendly, welcoming and informative to our customers, taking a pro-active approach to customer service and problem solving, possessing empathy and forethought;
- To promote sales of ancillary products including drinks behind the bar and kiosks, merchandise, sweets, programmes and ice creams;
- To operate and maintain the coffee machine;
- To undertake basic food preparation
- To ensure all monies and stock are securely handled;
- To ensure the health, safety and security of the building, customers and staff;
- To assist in the set up and maintenance of all event and bar service areas;
- Maintaining the cleanliness of all the FOH areas;
- To cover front of house usher positions if needed to cover absence;
- To enforce house rules and show specific rules, as well as health and safety and licensing regulations;
- Participate in team meetings when required;
- Any other reasonable duties as requested by management.

Hours of work will be varied, including evenings and weekends so flexibility is essential. Hours will vary each week according to the show schedule and audience numbers.

Person Specification
Essential <ul style="list-style-type: none">- Excellent customer service skills.- Bar experience.- Excellent communication skills.



- Ability to be adaptive and to work well under pressure.
- Experience of working in a fast paced environment.
- Proactive and flexible attitude, particularly in approach to working hours.

Desirable

- First Aid trained.
- Barista/Coffee machine experience.
- Front of House experience
- Food Hygiene or other relevant health and safety qualifications.
- An interest in live entertainment and/or work experience in the industry.

Signed:

Date: