



## Front of House Assistant Application Pack

### TEMPORARY CHRISTMAS

**Closing Date:** Monday 28th November 2022

Contract from 20th December  
2022 until 3rd January 2023 for  
**2:22 A Ghost Story**

#### Performance Times

##### **Christmas Schedule**

Tues 20th Dec - 7.30pm  
Weds 21st Dec - 7.30pm  
Thurs 22nd Dec - 2.30pm & 7.30pm  
Fri 23rd Dec - 7.30pm  
Sat 24th Dec - 2.30pm  
Sun 25th Dec - NO SHOWS

Tues 27th Dec - 2.30pm & 7.30pm  
Weds 28th Dec - 2.30pm & 7.30pm  
Thurs 29th Dec - 2.30pm & 7.30pm  
Fri 30th Dec - 7.30pm  
Sat 31st Dec - 2.30pm & 7.30pm  
Sun 1st Jan - NO SHOWS

We are looking for people who are able to provide an exceptional level of customer service alongside quick, efficient and accurate bar service. Previous customer service experience is desirable, but not essential. As all staff will work on the bar, we do require that applicants are 18 and over.

#### Contracted Hours

Shifts begin either 1.25 hours or 1 hour prior to the listed performance start time.

A standard shift would be a minimum of 3.75 hours, but could last longer depending on show running time. A standard Sunday shift would be a minimum of 4.5 hours.

#### Key Application Dates

Closing Date: Monday 28<sup>th</sup> November  
Completed applications to be emailed to:  
[recruitment@criterion-theatre.co.uk](mailto:recruitment@criterion-theatre.co.uk)

Interviews will be held between 6th - 9th  
December 2022

#### Availability

You must be able to work all of the shift times listed each week. We are not able to offer contracts that only cover certain days. If you are unable to commit to working all 8 performances per week please do not continue with your application. The Christmas schedule is part of the contract and you must be available to work all dates listed.

Training will take place prior to your first shift.

#### Pay

£11.95 per hour. The Criterion Theatre is a London Living Wage Employer. Sunday is paid with 0.5T on top.

All applicants will be contacted by the 3<sup>rd</sup> December 2022 whether they are selected for an interview or not. Please do not contact us to check on the status of your application form prior to that date.

Please note that the Criterion Theatre Trust is an Equal Opportunities employer and treats all applicants for employment fairly, actively promoting equality of opportunity and welcomes applications from a wide range of candidates.

Please contact us at [recruitment@criterion-theatre](mailto:recruitment@criterion-theatre) should you require any additional support during the recruitment process.



## **Front of House Job Description**

- To provide exceptional customer service to our patrons at all times.
- To ensure the safety and comfort of our patrons at all times.
- To adhere to all COVID-19 safety building protocols.
- To work as part of a team to ensure the smooth running of the Front of House Department.

## **Front of House Duties**

- To assist patrons with directions, scanning tickets and ensuring patrons have valid tickets for the performance upon entering the theatre. To ensure COVID-19 protocols for entry to the theatre are followed at all times, including operating temperature checks if required. To complete bag checks as required in a COVID-19 safe way.
- To ensure that you are fully aware of all the facilities and products available in the theatre, along with a good knowledge of the relevant performance and venue information.
- To actively engage with our patrons ensuring their needs are met, quickly and efficiently resolving any customer issues where possible or seeking management for assistance if required.
- To follow all building COVID-19 safety protocols. This may include taking regular lateral flow tests and reporting the result to the theatre Covid Officer.
- To assist with the smooth running of the drinks & snacks pre-order system including assisting the bar with making up customer orders, taking orders to patrons or assisting with a collection point and assisting customers with how to pre- order and taking orders.
- To actively sell programmes, ice creams and other items throughout the building as required whilst ensuring the security of your stock and money at all times.
- To serve customers quickly and efficiently, providing excellent customer service, when required, on all sales points.
- To ensure accurate cash handling and follow stock recording procedures as directed by theatre management.
- To re-stock sales points during each performance as directed by the theatre management.

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- To ensure all Licencing and Company H&S policies are adhered to at all times.
- To ensure the highest standards of cleanliness and hygiene are maintained. This will include additional cleaning requirements as part of our COVID-19 safety protocols.
- To ensure the highest standard of presentation and uniform as required by the theatre management. To wear a face covering while in the theatre as directed by the theatre management.
- To fully understand the venue evacuation plan and be able to assist when required.
- To take part in regular evacuation drills as directed by the theatre management.
- When government guidance allows; to assist and direct patrons with the storage and collection of cloakroom items as and when required.
- To undertake any training as required by the theatre management.
- Any other reasonable duty as directed by the theatre management.

#### **Personal Specification - Essential**

Excellent verbal communication skills.

Excellent numeracy skills.

Good time management.

Ability to work within a team.

#### **Personal Specification - Desirable**

Proven customer service

Cash handling experience

Previous Front of House experience



## Front of House Assistant Application TEMPORARY CHRISTMAS

Full Name: \_\_\_\_\_

Email: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Address: \_\_\_\_\_

### Employment History (Current/Most Recent First)

<b>Job Title:</b> <b>Employer:</b> <b>Dates Worked:</b> <b>Duties:</b>	
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<b>Reason for leaving:</b>
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<b>Job Title:</b> <b>Employer:</b> <b>Dates Worked:</b> <b>Duties:</b>	
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<b>Reason for leaving:</b>
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<b>Job Title:</b> <b>Employer:</b> <b>Dates Worked:</b> <b>Duties:</b>	
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<b>Reason for leaving:</b>
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Please tell us in 100 words, or less, why you want the role of Front of House Assistant at the Criterion Theatre and what skills you possess that would make you the most suitable candidate.

Please give 3 examples of how the Front of House team can ensure a customer has a welcoming and friendly visit to the theatre and what skills you have that would be beneficial for achieving this.

Please give 1 example of a time you have personally received excellent customer service (this could be at a theatre, shop or other event). What made it stand out to you as excellent?

Please give an example of a time where you have worked in a very busy environment. How are you able to remain calm in times of high pressure?

In an emergency situation, Front of House staff need to give clear instructions to members of the public. How confident do you feel when talking to large groups of people?

☐

Very confident

☐

Fairly confident

☐

Somewhat confident

☐

Not confident

Any other relevant information you would like to include to support your application. This can include any relevant training qualifications for the role.

## **References**

Reference 1

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Relationship to you: \_\_\_\_\_

Time known: \_\_\_\_\_

Email: \_\_\_\_\_

May we contact this person without your prior agreement? \_\_\_\_\_

Reference 2

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Relationship to you: \_\_\_\_\_

Time known: \_\_\_\_\_

Email: \_\_\_\_\_

May we contact this person without your prior agreement? \_\_\_\_\_



Please use the tick boxes below to confirm the details you have provided are accurate and to give your consent for the following:

- ☐ I confirm that the information I have provided above is correct, to the best of my knowledge.
- ☐ I understand that all appointments are subject to satisfactory references and proof of eligibility to work in the UK.
- ☐ I give my consent for the Criterion Theatre Trust to hold and process this information in accordance with the Data Protection Act 1998 and General Data Protection Regulation
- ☐ I give my consent for my details to be held on file by the Criterion Theatre Trust for up to six months, after which time they will be destroyed.

The Criterion Theatre Trust treats all applicants for employment fairly and actively promoting equality of opportunity and welcomes applications from a wide range of candidates. Please let us know if you require any additional support during the recruitment process.

I confirm that the above information given by me is correct and I understand that submitting false information or withholding relevant information on this form may lead to my application being rejected, or, if I am appointed, will constitute grounds for dismissal.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_