

The Criterion Theatre
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 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, taking tickets, scanning tickets or retaining stubs and ensuring patrons have valid tickets for the performance upon entering the theatre, accurately recording tickets taken. To complete bag checks as required.
- 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 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.
- 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.
- To ensure the highest standard of presentation and uniform as required 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.
- 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

- Proven customer service experience.
- Cash handling experience.
- Excellent verbal communication skills.
- Excellent numeracy skills.
- Good time management.
- Ability to work within a team.

Desirable

- Previous front of house, bar or retail experience.