



Front of House Assistant Application Pack Closing Date: Thursday 15th April 2021

Contracted for the run of
Amélie The Musical.

Currently booking from Thursday
20th May - Saturday 25th
September 2021.

Performance Times from 1st June 2021 ***Please see below for 20th May - 31st May** **2021 times**

Tuesdays: 7.30pm performance
Wednesdays: 2.30pm & 7.30pm performances
Thursdays: 7.30pm performance
Fridays: 7.30pm performance
Saturdays: 2.30pm & 7.30pm performances
Sundays: 3pm performance

We are looking for people who are able to provide an exceptional level of customer service as we return to performances after the pandemic closures. This role will require someone who is able to adapt quickly to new ways of working as we would anticipate a variety of changes to how the front of house operation works as we go further into the government roadmap.

Contracted Hours

Shifts begin 1 hour prior to the performance time listed. The show is due to be 2.5 hours, including the interval, so shifts are scheduled to finish 2.75 hours after the performance time listed which allows time for the audience to exit.

A standard shift would be 3.75 hours but could be longer if the show is delayed in starting for any reason.

Key Application Dates

Closing Date: Thursday 15th April 2021.
Completed applications to be emailed to:
recruitment@criterion-theatre.co.uk

Interviews will be held between 19th April - 3rd May 2021. All candidates, selected for interview or not, will be contacted by 4th May 2021. Please do not contact us to check on your application before that date.

Availability

You must be able to work all of the shift times listed. 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.

Training will take place on the 18th and 19th May 2021. You must be able to attend training sessions and be available to start from 20th May.

Rate of Pay

£10.85 per hour. The Criterion Theatre is a London Living Wage Employer.

*Saturday 22nd May no matinee, Sunday 23rd May no performance, Monday 24th May 7.30pm performance, Wednesday 26th May no matinee, Sunday 30th May no performance.

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 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. 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 being available for rapid testing.
- 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.
- When government guidance allows; 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.
- When government guidance allows; 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

Customer service experience

Cash handling experience

Previous Front of House experience



Front of House Assistant Application Form

Full Name: _____

Email: _____

Contact Number: _____

Address: _____

Employment History (Current/Most Recent First)

Job Title: Employer: Dates Worked: Duties:	
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Reason for leaving:

Job Title: Employer: Dates Worked: Duties:	
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Reason for leaving:

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 3 examples of ways that the Criterion Theatre can reassure customers that they are taking COVID-19 safety measures seriously?

How confident would you feel communicating with members of the public, which could include giving instructions in an emergency situation? (Please tick the box that applies the most to you)

Very confident

Somewhat confident

Fairly confident

Not at all 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 promotes 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: _____