

# Front of House Assistant – Job description



**CONTRACT TYPE:** Casual (Christmas temp role)

**RATE OF PAY:** £13.85

The Criterion Theatre is a London Living Wage Employer.

'SOLT/BECTU agreement terms and conditions of employment apply.'

**REQUIREMENTS:** Applicants should have experience in customer service and an interest in Theatre. Previous front of house or bar experience is desirable but not essential. As all staff are required to work behind the bar, candidates must be 18 or over.

## **JOB DESCRIPTION**

The Criterion Theatre is currently recruiting front of house assistants to join our team for 'TITANIQUE'

We are looking for enthusiastic and capable individuals who can work as part of a team for the run of this new exciting show.

Candidates should be able to provide an exceptional level of customer service, contributing to an excellent experience for patrons. As all staff will work on our theatre bars, efficient and accurate bar work is also important.

## **CONTRACT DETAILS**

We are looking for staff to work with us on a casual basis on a temporary contract during the Christmas period: **Mon 16<sup>th</sup> December – Monday 13<sup>th</sup> January.**

However, to be considered for the role, you must have full availability between the week of **24<sup>th</sup> Dec – 31<sup>st</sup> Dec.**

Successful candidates may also have the opportunity to stay on past the contract end date, subject to operational requirements.

## **PERFORMANCE SCHEDULE FOR THE FESTIVE PERIOD**

**Monday 16th December – NO SHOW**

Tuesday 17th December – 7.30pm

**Wednesday 18th December – NO SHOW**

Thursday 19th December – 7.30pm

Friday 20th December – 3.00pm & 7.30pm

Saturday 21st December – 3.00pm & 7.30pm

Sunday 22nd December – 5.00pm

Monday 23rd December – 3.00pm & 7.30pm

Tuesday 24th December – 3.00pm Christmas Eve

**Wednesday 25th December – NO SHOW**

**Thursday 26th December – NO SHOW**

Friday 27th December – 3.00pm & 7.30pm

Saturday 28th December – 3.00pm & 7.30pm

Sunday 29th December – 5.00pm

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Monday 30th December – 3.00pm & 7.30pm  
Tuesday 31st December – 4.00pm & 7.00pm New Years Eve  
**Wednesday 1st January – NO SHOW**  
**Thursday 2nd January – NO SHOW**  
Friday 3rd January – 7.30pm  
Saturday 4th January – 3.00pm & 7.30pm  
Sunday 5th January – 3.00pm & 7.00pm

Tuesday 7th January – 7.30pm  
Wednesday 8th January – 7.30pm  
**Thursday 9th January – NO SHOW**  
Friday 10th January – 7.30pm  
Saturday 11th January – 3.00pm & 7.30pm  
Sunday 12th January – 3.00pm & 7.00pm

## **RESPONSIBILITIES**

**Reporting to:** Theatre Manager (TM), Deputy Theatre Manager (DTM)

To welcome patrons into the theatre and ensure only customers with valid tickets are admitted into the theatre.

To assist security and complete bag checks as required.

To assist access patrons with navigating the venue whenever necessary.

To represent the venue to a high standard by being well versed in the facilities and products we offer and having a good knowledge of the show.

To proactively engage with our patrons ensuring their needs are met, efficiently resolving any customer issues where possible or seeking management assistance if required.

To actively sell programmes, snacks and merchandise throughout the venue and take responsibility for the stock you are handling.

To serve customers quickly and efficiently, providing excellent customer service on all sales points.

To ensure accurate cash handling and follow stock management procedures as directed by theatre management.

To ensure the highest standard of presentation and uniform as required by theatre management.

To monitor the audience in the auditorium throughout the show and resolve any issues wherever needed.

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To ensure the safety of patrons inside the auditorium at all times by reporting anything of note to colleagues and theatre management.

To undertake any training required and keep up to date with relevant risk assessments as part of your job role.

To ensure all licencing and company H&S policies are adhered to at all times.

To contribute to the maintenance of cleanliness and hygiene standards in all front of house areas.

To thoroughly understand venue evacuation procedures and actively take part in regular drills as directed by the theatre management.

To follow any other reasonable duty as directed by the theatre management

## **HOW TO APPLY**

If you think this role is of interest to you, we would love to hear from you.

Please apply by filling in the attached application pack and returning to

[TM@criterion-theatre.co.uk](mailto:TM@criterion-theatre.co.uk) by 12pm on Thursday 12<sup>th</sup> December

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Front of House Assistant – TITANIQUE

## Applicant Information

<b>Full name:</b>	<i>Last</i> <span style="margin-left: 100px;"><i>First</i></span>	<b>Date:</b>	
<b>Address:</b>	<i>Door no</i> <span style="margin-left: 100px;"><i>Street</i></span>	<b>Phone:</b>	
	<i>City</i> <span style="margin-left: 100px;"><i>County</i></span> <span style="margin-left: 100px;"><i>Postcode</i></span>	<b>Email:</b>	
<b>Preferred Contract:</b>			
<i>Full time 8 shows or Casual</i>			

## Education

<b>Institution:</b>		<b>From:</b>	
<b>Grades:</b>		<b>To:</b>	

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Institution:

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From:

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Grades:

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To:

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## References

Please list two references you are happy for us to contact.

Full name:

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Relationship:

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Company:

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Phone:

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Address:

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Email:

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Full name:

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Relationship:

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Company:

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Phone:

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Address:

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## Previous Employment

Company:	_____	Phone:	_____		
Address:	_____	Supervisor:	_____		
Job title:	_____	From:	_____	To:	_____
Responsibilities:	_____				
Reason for leaving:	_____				

Company:	_____	Phone:	_____		
Address:	_____	Supervisor:	_____		
Job title:	_____	From:	_____	To:	_____
Responsibilities:	_____				
Reason for leaving:	_____				

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Company :	_____	Phone:	_____
Address:	_____	Supervisor:	_____
Job title:	_____	From:	_____
		To:	_____
Responsibilities:	_____		

## Applicant questions

Please tell us in 100 words, or less, what skills you possess that would make you a great front of house assistant.

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Please give 3 examples of the ways in which staff can ensure a memorable experience for patrons.

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?

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Please give an example of a difficult situation you encountered at work. What did you learn from that experience moving forward?

Please give a brief explanation of what you enjoy about theatre or live performance in general.

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## Disclaimer and signature

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.

Yes

No

I understand that all appointments are subject to satisfactory references and proof of eligibility to work in the UK.

Yes

No

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

Yes

No

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

Yes

No

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.

Signature:

Date:

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