

Delfont Mackintosh Theatres is now recruiting for: Front of House Team (Bar Staff and FoH Attendants) at the Prince of Wales Theatre for the production of The Book of Mormon.

We provide an exceptional customer experience to everyone coming to our theatres. A fully integrated training plan is provided which includes many transferable skills. For further information and to apply, please visit [www.delfontmackintosh.co.uk/recruitment](http://www.delfontmackintosh.co.uk/recruitment)

## **JOB DESCRIPTION**

**Main Functions (FOH Attendants):** Delivers high standards of customer service, including welcoming patrons and checking tickets in a fast paced environment. Sells programmes and ice cream to customers. Ensures the safe evacuation of customers when directed by Duty Manager.

**Main Functions (Bar Staff):** Sale of drinks and snacks to theatre audience. Delivering an exceptional customer experience in a fast paced, team working environment.

## **DUTIES AND RESPONSIBILITIES**

- Delivers an exceptional customer experience in all areas of role.
- Takes an integral role in any necessary evacuation of the theatre.
- Drives sales while ensuring accurate stock and sales records are processed via the tablet/personal card reader.
- Engages with and participates in sales initiatives.
- Liaises with Supervisor to record sales and income as required.
- Works in all areas of Front of House.
- Maintains high levels of cleanliness of their work area and equipment as detailed in their Cleaning Schedule, ensuring compliance with legislation and DMT policies.
- Reports any maintenance or equipment defects to the Supervisor.
- Attends all required training courses.
- Adheres to all Health and Safety training minimising risks of injury and accidents.
- Assists with the setting up of equipment and stock for functions and Press Nights, as required.
- Wears and maintains their uniform and informs their supervisor of any damage or loss.
- Assists with other duties as are reasonably requested by the Theatre Management.
- Informs the Supervisor of all wastage and any entertainment usage ensuring accurate stock records.

## **PERSON SPECIFICATION**

- Customer facing experience
- Great communication skills
- Works well as part of a team
- Sales skills

**Salary:** £9.85 per hour plus monthly loyalty bonus

**Closing date:** Friday 22<sup>nd</sup> October 2021

Interviews will be held on the 27<sup>th</sup> and 29<sup>th</sup> October 2021

**Start date:** 8<sup>th</sup> November 2021

Applicants must be able to work evenings and weekends.

**Delfont Mackintosh Theatres is an equal opportunities employer and our recruitment process is open to all. We are determined to foster a culture of inclusivity and respect where everyone feels valued and supported.**