



Delfont Mackintosh Theatres

JOB DESCRIPTION

Job Title: Front of House Attendants - Performance Staff

Reports to: Supervisor

Department: Front of House

Salary: £9.85 per hour

Theatre:

Main Function: 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.

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.

PERSON SPECIFICATION

	Essential	Desirable
Technical Skills	Customer facing experience	
Behavioural Skills	Great communication skills Works well as part of a team	Sales skills



Delfont Mackintosh Theatres

JOB DESCRIPTION

Job Title: Bar Person - Performance Staff

Reports to: Supervisor

Department: Bars

Salary: £9.85 per hour

Theatre:

Main Function: 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.
- Drives sales while ensuring accurate stock and sales records are processed via the till. Engages with all bar sales initiatives.
- Maintains the high levels of cleanliness in all areas of the Theatre Bars as detailed in Cleaning Schedule, ensuring compliance with legislation and DMT standards.
- Informs the Supervisor of all wastage and any entertainment usage ensuring accurate stock records.
- Reports any maintenance or equipment defects to the Supervisor.
- Attends all required training courses.
- Adheres to all Health and Safety training minimising the risk of injury and accidents for themselves and others.
- 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.
- Takes an integral role in any necessary evacuation of the theatre.

PERSON SPECIFICATION

	Essential	Desirable
Technical Skills	Customer facing experience	
Behavioural Skills	Great communication skills Works well as part of a team	Sales skills