

FRONT OF HOUSE | JOB DESCRIPTION

About Delfont Mackintosh Theatres

Delfont Mackintosh Theatres Ltd (DMT) is owned by Sir Cameron Mackintosh. DMT employs approximately 700 people and operates eight of the most prestigious theatres in London's West End: the Prince Edward, Prince of Wales, Novello, Gielgud, Sondheim, Noël Coward, Wyndham's and Victoria Palace. At DMT, we are determined to: create an environment in which we are all able to flourish and thrive; foster an ethos of inclusivity where everyone feels respected, valued and supported; promote a culture of wellbeing to improve mental health, resilience and productivity; and treat everyone equally so that every individual, whatever their background, may reach their full potential and contribute meaningfully to DMT's success.

About the role

Reporting to theatre management, this role ensures exceptional customer service is delivered before, during and after the performance. This includes welcoming patrons, checking tickets in a fast paced environment and selling programmes, merchandise, ice cream and an assortment of drinks and snacks to customers. The Front of House team also ensures the safe evacuation of patrons when directed by the Duty Manager.

Main Duties

- 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

Principal Terms and Conditions

Salary: £10.15 per hour

Hours: minimum 22.5hs per week, applicants must be able to work evenings and weekends

Contract type: performance contract for the run of the show

Department: Front of House

Reports to: Theatre Management