

FRONT OF HOUSE TEAM

As a Front of House Team member we arrive for briefing an hour before the show starts. We rotate positions each day so this gives us a chance to work in lots of different areas. For example, this could be in the auditorium, foyer or as an access host.

It is important to know the building well as we are responsible for evacuating the patrons if an emergency arises.

Our main role is to provide 5 star customer service and make sure each patron has a memorable experience. We have more time in the incoming to interact with patrons whereas the interval can be very fast paced, so it is important that we are efficient and relay information to the patrons as they enter the building.

There are great opportunities to work your way up within the company and the managers are all very supportive.

I enjoy this role as you get to work in different positions each day and you meet a variety of people. Being front of house you also get to work closely with your team and build good relationships with like-minded people who are all interested in theatre.