



# NOËL COWARD THEATRE

## JOB DESCRIPTION

Job Title:	Front of House Performance Staff
Responsible to:	FOH Supervisor/House Manager/Management Team
Department:	Front of House
Main Function:	Delivering a high standard of customer service in a dynamic and sales focused environment whilst maintaining a duty of care for patrons and colleagues.

### DUTIES AND RESPONSIBILITIES

- To deliver the highest standards of customer service at all times.
- To take an integral role in any necessary evacuation of the theatre.
- To accurately complete cash and credit card transactions, with and without the use of a till, and be accountable if takings do not balance at the end of the shift.
- To accurately complete relevant paperwork relating to sales and income in a timely manner.
- To be flexible and willing to be trained in a variety of sales orientated tasks, including bar work.
- To deputise for other front of house areas as required.
- To maintain high standards of appearance and cleanliness of workstations at all times.
- To be aware of the Health and Safety of theatre patrons and other staff at all times.
- To wear the uniform to company standards.
- To perform any duties as reasonably requested by management.
- Must be able to work all eight shifts per week including matinees.

PERSON SPECIFICATION

	Essential	Desirable
Technical Competencies	<ul style="list-style-type: none"> <li>• Numeracy Skills</li> <li>• Cash handling experience</li> <li>• Attention to detail</li> <li>• Customer Service Experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of Bar work</li> <li>• Previous experience of operating electronic tills</li> </ul>
Behavioural Competencies	<ul style="list-style-type: none"> <li>• Team Player</li> <li>• Customer Awareness</li> <li>• Commitment to Standards</li> <li>• Sales Awareness</li> <li>• Verbal Communication</li> <li>• Initiative &amp; Adaptability</li> </ul>	