



JOB DESCRIPTION

Job title: Front of House Assistant

Department: Customer Operations

Reporting to: House Manager, Duty Managers on shift

Liaise with: Customers, Box Office staff, Events staff

Grade: Staff

Job purpose:

To provide the highest levels of customer service to ensure the comfort and safety of Mayflower Theatre customers for all FOH activities including shows and functions/events.

Main duties and responsibilities:

- To be friendly, kind, welcoming and informative to our customers, taking a pro-active approach to customer service and problem solving, displaying empathy and forethought;
- To enforce house rules and show specific rules, as well as food hygiene, health and safety and licensing regulations;
- To promote sales of ancillary products including drinks behind the bar, merchandise, sweets, programmes and ice creams;
- To ensure all monetary transactions and stock are securely handled
- To assist with functions and events within the Front of House areas of Mayflower Theatre, including helping to set up and clear function spaces, and serving food/drink as appropriate, adhering to food safety standards;
- To ensure the health, safety and security of the building, customers and staff, at all times;
- Hours of work will be varied, including evenings, public holidays and weekends, so flexibility is essential;
- Some shows/functions may have anti-social hours/late finish times – so own transport preferable.

Authority levels and responsibility for resource (Staff/Premises/Financial/Other):

- Responsibility for transaction takings up to £1000;
- Employee responsibility for personal health and safety as per Mayflower Theatre's Health and Safety Policy;
- Hours will vary each week according to audience numbers and booked functions/events. Annualised hours mean that you may work increased or reduced hours in relation to theatre requirements;
- Rotas are typically issued a minimum of a fortnight in advance;
- Any other adhoc duties as requested by the Duty Manager or Team Leader on shift.

Signed:**Printed name:****Date:**