

Mayflower

JOB DESCRIPTION

Job title	Front of House Team Leader
Department	Customer Operations
Reporting to	House Manager, Duty Manager on shift
Contract	Annualised

Job purpose

To assist in the smooth running of all Front of House activities (shows and functions) with an emphasis on demonstrating excellent customer service, ensuring the comfort and safety of all customers and colleagues at all times.

Promoting ancillary sales and upselling, displaying leadership, a positive attitude and solid team working.

To be a responsible personal licence holder whilst open to the public.

Main duties

1. To promote and demonstrate excellence in customer service in all Front of House and Events & Functions duties.
2. To ensure all FOH areas are clean and presentable and laid out correctly prior to shows or events.
3. To act as a welcoming, helpful and knowledgeable point of contact/host for customers, VIPs, special guests or function attendees, as required.
4. To play a key role in ensuring a highly motivated and knowledgeable FOH staff, to demonstrate a positive and can-do attitude, and to lead by example.
5. To organise and ensure all staff are carrying out their duties correctly either during a performance or when meeting the remit of a function or event.
6. To ensure all FOH staff are following theatre policy and procedures and are in the correct uniform.
7. To work with all fellow FOH Team Leaders in coordinating staff training across changing shift patterns, and in ensuring excellent internal communication.
8. To coordinate and participate in Team Leader meetings, with an agenda and the taking of minutes.
9. To escalate any concerns or questions relating to the wider staff immediately to the House Manager or Head of Customer Operations.
10. To enforce licensing, food hygiene, and health and safety regulations whilst open to the public, and to adhere to all related service standards.

11. To deal with customer issues and be able to use initiative to solve problems in the absence of the Duty Manager.
12. To follow strict procedures for the control of stock, money, card transactions and data protection, and to enforce this amongst the wider team.
13. To have a good understanding of products on sale and to be proactive in making stock and sales promotion feedback and recommendations.
14. To pass on any maintenance issues to the House Manager or Duty Manager on shift.
15. To be a First Aider and respond to any customer, staff or company related incidents.
16. Any other adhoc duties as requested by the House Manager or Duty Manager on shift.

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

Responsible for a team of up to 25 people per performance and safe use of equipment.