



Front of House Usher Job Description

Job Objectives:

We are looking for a FOH Usher who is sympathetic to the needs of an amateur theatre company with the drive to provide consistently friendly and efficient customer service, creating a warm and welcoming atmosphere to all of our customers, with the key aim of retaining and attracting new customers.

In addition, as a member of the Front of House team, you will be responsible for the maintenance, cleanliness, and compliance of the bars and public areas.

Essential Qualities

- Proven ability to provide a consistently high level of customer service
- Proven experience in working in an arts venue
- Constant vigilance
- Enjoy working with the public
- Excellent time keeping
- Taking responsibility for your role
- To work well under pressure and time constraints
- Good spoken English
- Work well as part of a team
- Ability to work evenings and weekends

Skills

- Accuracy and professionalism
- Being observant and practical
- Communication and listening
- Discretion and honesty
- Flexibility and diplomacy
- Handling drunk/difficult clients
- Having a sense of humour
- Good numeracy and experience of cash handling
- Organisation and preparation

Preferable Qualities

- Experience in hospitality
- Interest in theatre

Duties & Responsibilities

- To deal politely and efficiently with members of the public at all times, and maintain high standards of customer service at all times
- Sell merchandise, programmes and in auditorium sales
- Check tickets and supervise an audience during a show
- Organise and help with all events
- Keep up to date with current promotions and new products and make customers aware of offers upselling to customers as appropriate
- Take card and cash payments and give change as required and ensure the

- accuracy of each transaction
- Liaise with the Duty Manager on the provision of floats, change, stock, till readings, renewal of till rolls etc.
- Maintain the cleanliness of the bars, front of house areas, tables and chairs, toilets, serving counters, glasses, and stock cupboards at all times, using the appropriate cleaning materials.
- Monitor stock levels, requirements, and rotation
- Empty all waste bins and put recyclables in the correct bins
- Always adhere to all company policies and procedures and licensing laws
- Be involved and contribute at team meetings
- Carry out instructions as given by the management team
- Train new volunteer/paid staff as required
- Be familiar with and adhere to all Health & Safety policies and procedures, including Fire Evacuation Policies
- Comply with company uniform standards at all times when customer facing.
- Vacuum and clean the auditorium at the end of each use.
- Undertake regular deep cleaning as required
- Undertake any duties that may reasonably be requested by the Theatre Management

This job description is to be used in conjunction with the Staff handbook.

REPORTS TO: Front of House Supervisor & Duty Manager

HOURS: 0 hours per week (casual)

Proposed Rate: £11.44 per hour