

## JOB DESCRIPTION

**JOB TITLE:** Bar & Front of House Assistant

**REPORTS TO:** Duty Manager & Bars Manager

**DIRECT REPORTS:** None

**VENUE:** Southampton Guildhall

### **JOB PURPOSE:**

To provide an effective, efficient and friendly service to customers at all times, both in general auditorium duties and on all sales areas.

### **KNOWLEDGE/ EXPERIENCE/ SKILLS NEEDED:**

#### **Essential**

- Numeracy skills
- Customer focus
- Commitment to standards
- Cash handling experience
- Attention to detail
- Verbal communication
- Team player
- Initiative & adaptability
- Ability to work shifts
- Willingness to work unsociable hours

#### **Desirable**

- Previous experience of operating electronic tills
- Sales awareness
- Previous bar experience
- Possess a Basic Food Hygiene Certificate

### **PRINCIPAL ACCOUNTABILITIES**

1. To work as part of the team to ensure all Bar & Front of House tasks are carried out to the highest standard. These include, but are not limited to
  - Serving customers in the bars or kiosk – working efficiently under pressure, operating tills and handling cash.
  - Checking customers have valid tickets for the performance and assisting them in finding their seats.
  - Working in the cloakroom, taking in and issuing out all property correctly.
2. Where appropriate, to produce accurate records of goods sold and the completion of necessary paperwork and/or documentation and to ensure till balances at the end of a shift.
3. To operate the Front of House area ensuring, where appropriate, that all equipment is in working order and kept clean in line with Food Hygiene Regulations before and after each show.
4. To maintain quality customer service standards throughout the Front of House operation at all times.
5. To monitor high standards of dress as laid down by Venue Management.
6. To understand and implement as necessary venue evacuation procedures.
7. Ensure the all the Company's policies, including Health & Safety and entertainment licensing requirements are adhered to.
8. To undertake any other duties as required by Management.

### **SUPERVISORS**

In addition to the above, Bar Supervisors also

- Monitor tills and request change
- Hold the radio, lead the team & coordinate evacuation of their bar
- Cash up the tills

