



THEATRE ROYAL  
WINCHESTER

## PERSON SPECIFICATION

**JOB TITLE:** Front of House Assistant

**REPORTS TO:** Theatre Manager

**DIRECT REPORTS:** None

**Venue:** Theatre Royal Winchester

### **JOB PURPOSE:**

To consistently offer the best customer service to the theatre's audience, including maximising the sale of tickets and theatre merchandise, proactively upselling and being an ambassador for the theatre's ambitions.

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

#### **Essential**

- Strong communication skills
- Able to work flexible hours on a rota system including evenings and weekends
- Ability to upsell
- Clear and friendly telephone manner
- Excellent customer service skills
- Ability to work under pressure
- Computer Literate
- Good numeracy and literacy skills
- Honesty and integrity
- Team player
- Initiative

#### **Desirable**

- Experience with ticketing systems
- Experience working within an arts venue
- Good mathematical skills
- Cash Handling skills

## JOB DESCRIPTION

### **PRINCIPAL ACCOUNTABILITIES**

- To serve all customers in a fast, professional and courteous manner.
- To engage with the theatre's customers and consistently provide the best level of customer service
- Endeavour to upsell and promote the theatre's products, including seasonal promotions at every available opportunity
- Ensure the bars and public areas are kept clean and tidy before, during and after opening hours and to undertake cleaning duties as required
- Ensure the bar areas comply with health and safety and environmental health guidelines
- Maintain stock levels and rotation behind bars and storage areas

- Ensure all licensing laws such as preventing service to under 18s are maintained at all times
- Ensure all purchases are poured and rung through the tills using the correct procedure
- Handle cash, stock and equipment in a secure manner
- Comply fully with the theatre's management in the event of discrepancy
- Act as an information point for customers
- To understand, and actively participate in the implementation of the theatre's emergency and health and safety procedures and policies.
- To attend all required training sessions
- To maximise box office sales and to liaise with the Theatre Manager in promoting offers and organising displays of current shows.
- To liaise with touring companies concerning information and other queries involved with their shows.
- To regulate the advertising of upcoming shows in the box office area.
- To undertake any other duties reasonably requested by the Venue Management.