

BROMLEY
CHURCHILL THEATRE

Hospitality Assistant

Job Description
Person Specification

Version 2
Reviewed June 2022

Trafalgar Theatres is the UK's second-largest venue operator and is a division of Trafalgar Entertainment.

The **Churchill Theatre** is one 14 venues within Trafalgar Theatres' portfolio of theatres and concert halls. Trafalgar Theatres currently manages 20 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year Trafalgar Theatres programmed a total of 2,354 shows which attracted attendances of over 1.5 million

The **Churchill Theatre** is one of the South East's leading live entertainment venues, welcoming over 200,000 customers through its doors every year. It has enjoyed a reputation and legacy for launching major productions for national tour and West End transfer. The eclectic programme features a popular array of top-quality musicals, drama, comedy, dance, family shows, one night events, and a world-class pantomime.

The **Churchill Theatre** boasts a spacious, comfortable auditorium that seats 781 people, the 90 seat Studio, the Lounge (a versatile space for entertainment, hospitality and private hire) and the Restaurant, serving up to 60 customers pre-show. Extensive technical facilities include rehearsal spaces and a workshop.

The theatre's celebrated outreach programme encourages local people to unlock their creative and artistic potential. It includes regular classes for young people and adults in theatre, musical theatre, dance and magic, work experience opportunities and an annual summer youth production.

Employment type:	Casual
Salary:	£10.10 per hour
Hours:	Subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays. Minimum of 2 weekend shifts per month required.
Work location:	You will be based at the Churchill Theatre, Bromley and may be required to travel to and work at other Trafalgar Theatres venues. Approved travel expenses will be reimbursed.
Purpose of the role:	To offer exceptional sales through service at all our front of house points, including welcoming guests and operating till points. As a member of the Customer Service team you will be the face of the Churchill Theatre.
Our ideal candidate:	Our ideal candidate will have a passion for offering the best customer service and a positive, can-do attitude.

Applicants must be over 18 years or over due to licencing laws.

REPORTING

You will report directly to the Team Leader, Duty Manager, Venue Managers and Assistant General Manager.

KEY ACCOUNTABILITIES

Strategic

- Along with all other Customer Service colleagues, to contribute as required to the achievement of the Churchill Theatre's Business Plan by achieving or exceeding the Spend-Per-Head targets of the venue.

Operations

- Operation of all till points and knowledge of all required functions pertaining to the till / sales systems;
- Ticketing checks and queue management in accordance with Churchill Theatre policy.
- Adherence to all cash-handling procedures.
- Serving behind the bars and serving tables in the restaurant and at dining events.
- Personal participation in all sales, hosting and promotional activities in respect of sales of all kinds, so as to maximise spend and customer service. Active upselling as part of every appropriate transaction, as a matter of course. This may include Restaurant, Bars, Merchandise, Roaming Sales, Ushering and other areas within the Hospitality Department.
- Contribution to the achievement of Customer Service targets.
- Responsibility for welcoming all customers and visitors into the building at all times. This includes general guidance and way-finding for customers, answering queries, ushering and acting as a welcome host on the main doors.
- Adherence to all Churchill Theatre procedures and policies, including, but not limited to, opening, closing and service.
- Stocking of shelves, receiving and storing of deliveries, stock rotation, in line with procedures.
- Provide assistance with regular stock counts where required.
- Cleaning and tidying of all Hospitality and customer areas as a matter of course, to ensure that the area is always a welcoming one for customers. Involvement in deep-cleaning of said areas, as and when required.
- Surface cleaning of all front of house areas including but not limited to door handles, rails, bathroom taps and sinks etc..

Health & Safety

- Adherence to and responsibility for emergency and evacuation procedures including all relevant training, drills and briefings. Responsibility, when on duty, of public and contractors to ensure their safety at all times.
- Ensure compliance with all food hygiene and liquor license legislation.
- Adherence to all Group and Theatre Health & Safety at Work procedures, to minimise the risk of injury and accidents, personal and to others and to assist in the security of the building.

Training and Development

- Undertake training and development relevant to the successful execution of the job role.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear personal protective equipment (PPE) where issued and instructed. The Churchill Theatre expects all of its Hospitality Team, to wear the Churchill Theatre uniform, for which some items will be provided; and the Team will be expected to provide approved footwear whilst at work.
- Other related duties as may from time to time be reasonably required by the Team Leader and Duty Manager.
- A responsibility to conduct oneself in an appropriate manner and to be aware that you are a representative of the Churchill Theatre at all times. Sensitivity to the information shared with customers at all times.
- Attend meetings as required.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Experience

- Experience of, and a clean record in, cash handling, banking, and implementing cash handling procedures.

Skills

- Literacy, computer literacy and numeracy as appropriate to the requirements of the Post.

Attitude

- As the face of the Churchill Theatre to welcome every customer as enthusiastically as the first.
- To embed the Trafalgar Theatres Values into every task performed.
- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- The ability to perform well as part of a team.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays. A minimum of 2 weekends per month.
- Ability to respond flexibly to changing business needs and demands, and to work calmly and effectively under pressure.
- Lively, articulate and engaging spoken communication and an excellent manner when dealing with the public, visitors, and colleagues within the Churchill Theatre and within the entertainment industry.

Desirable

- Enthusiasm for the performing arts and entertainment.
- Previous experience of electronic till systems.
- Previous experience in a restaurant or bar environment.