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**JOB DESCRIPTION & PERSON SPECIFICATION**

Job Description

**KEY INFORMATION**

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| --- | --- |
| **Role Title** | Front of House – Zero Hours |
| **Reports to** | Customer Experience Manager |
| **Responsible for** | NA |
| **Hours** | Casual worker. Shifts are rostered according to business needs |
| **Contract** | Casual Work |
| **Annual Leave** | NA |
| **Salary** | £12.48 |
| **Location** | Pavilion Theatre, Glasgow |

**ABOUT TRAFALGAR ENTERTAINMENT(TE)**

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

**ABOUT TRAFALGAR THEATRES**

**Trafalgar Theatres** is the venue-operating division of TE. We currently operate 16 venues; including 14 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast, we’re confident in what we do, and we’re ambitious about the future. There’s never been a better time to get onboard.

**We are passionate about entertainment, audiences, and the live experience and we value Creativity, Collaboration, Excellence, and Respect.**

**ABOUT THIS ROLE**

The main responsibilities will be:

* To be the first point of contact for customers, dealing with queries and escalating where required.
* To sell and promote our products/merchandise as required.
* To undertake an effective stock rotation to ensure products are sold prior to their expiry date and minimise wastage.
* Collaborate with the team to ensure the delivery of events, implement service standards, operating procedures e.g., scanning tickets, serving products, showing customers to their allocated seats, housekeeping, Box Office support and setup of our event spaces.
* Keep a high and consistent standard of appearance, ensuring that the theatre’s image is always maintained.
* To liaise with the Duty Manager, ensuring the smooth operation of all events.
* Actively participate in TE training programmes and attend training courses as required to further self-development.
* To complete any other delegated task that may assist the company in achieving its business objectives, as required by the Customer Experience Manager, or Hospitality Manager.

This list of duties is not exhaustive, you may be required to undertake alternative/additional duties which will utilise your skills, experience, and capabilities.

**ABOUT YOU**

We are looking for individuals that can collaborate as part of team to achieve excellent customer service

Key attributes:

* Passion for food / theatre / live entertainment.
* Keen to deliver high standard of customer service.
* An exceptional eye for details.
* Willingness to learn new skills.
* Great team spiri.t
* Strong Communication and listening skills.
* Ability to work effectively at busy times.

**Your Experience**

* In the customer service or hospitality field.
* Proven ability to adapt to the business needs and work calmly under pressure.
* Experience working in theatre or an entertainment venue.
* Have a basic knowledge in current health and safety, (training will be given in these areas)

**KEY RESPONSIBILITIES**

* Customer service
* Food and drink service
* Keeping a clean workplace
* Providing a warm welcome by greeting our guests.
* Health and Safety, Food Safety and Fire Safety procedures.

This is not an exhaustive list of duties, from time to time you may be required to undertake such alternative or additional duties these will be commensurate with your skills, experience, and capabilities

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.

**Application Process**

If successful, you will be invited to face to face interview.