

## KEY INFORMATION

<b>Role Title</b>	Front of House Team Member
<b>Reports to</b>	Customer Experience Managers
<b>Responsible for</b>	N/A
<b>Hours</b>	-
<b>Contract</b>	Casual Workers Agreement
<b>Salary</b>	£12.21 per hour
<b>Location</b>	G Live Guildford

## 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 **21** 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

At G Live, we are now recruiting for Front of House Team Member where shifts are flexible/variable and include evenings, weekends, and holidays.

The Front of House Team Member is vital to the success of our business. The postholder plays a pivotal role in always delivering exceptional customer service, while being determined to maximise sales. Here at G Live, our venue is exciting, fast-paced environment with a variety of performances, plays, music, comedy, and community productions. We also host events including conferences, party nights, ticket dining events, and corporate functions.

Trafalgar Entertainment connects people through creative, innovative experiences by providing inspiring entertainment for everyone for life. We require the post holder to be reliable, adaptable individuals who are naturally personable and who will positively promote the reputation of the venue and its productions.

## The main responsibilities of the Front of House Team Member will be:

Welcome our guests to the venue with a personable, genuine touch, ensuring no individual leaves without feeling like a valued and appreciated customer.

Scanning of tickets and upholding the house rules within the auditorium.

To sell and promote our products/merchandise as required and reconcile sales.

Collaborate with the venue team to ensure the delivery of all events, implement service standards, standard operating procedures and all housekeeping/setup of our event spaces.

Have an outstanding knowledge of the venue, ready to answer any queries guests may have. Proactively respond to customer queries and assist with liaising with Ticketing personnel.

Undertake training in all venue areas including Front of House, Bar, Café and Events.

Drive sales, understand and contribute to targets by gaining product knowledge and using effective selling techniques.

Keep records of designated stock throughout a shift, ensuring an effective stock rotation is carried out and investigating any discrepancies with the FOH Supervisor.

Adhere to all health and safety procedures to minimise the risk of injury and accidents, including maintaining the cleanliness of all Front of House and staff areas.

Always be vigilant to protect the welfare and security of yourself, colleagues and all customers.

Understand the venue's Business Continuity Plan and participate in regular fire drills.

Actively participate in training programmes and attend training courses as required to further self-development.

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

## ABOUT YOU

- Confident, outgoing and passionate about the arts and entertainment
- Open to learning new skills and processes
- Passionate about delivering excellent customer experience

## YOUR EXPERIENCE

Full training will be provided but the following is desirable

- Experience working in a café, restaurant or bar
- Experience in customer facing roles
- Experience working in a theatre or live entertainment venue

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

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