

# TRAFALGAR THEATRES

## KEY INFORMATION

Role Title	Front of House Team Member
Reports to	Customer Experience Managers, Duty Managers, Front of House Supervisors
Hours	0
Contract	Casual Workers Agreement
Salary	£12.71 per hour
Location	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

Do you have outstanding **bar service or barista skills** to show off? Or are you keen to **learn some bar basics**? This role is for you!

G Live is a fast-paced, exciting venue, hosting a variety of live performances, party nights, private events, dining events, and corporate functions.

We are recruiting for **Front of House Team Members**, with a bar and retail focus to join our venue. Shifts include evenings, weekends, and holidays, so regular availability is strongly encouraged.

Front of House Team Members are vital to the success of our business by always delivering exceptional customer service, with high energy and determination, to maximise sales from our bars and retail points.

If you're a reliable, adaptable individual who is naturally personable and who will positively promote the reputation of the venue and its productions, then keep reading!

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

- Working across our vibrant bars, retail spaces, and exclusive VIP areas, delivering exceptional service while serving a range of beverages and premium coffees to our guests.
- Promoting and selling our products and merchandise with knowledge and confidence, while accurately handling transactions, reconciling sales and minimising wastage.
- Assisting the Customer Experience Team in driving sales to deliver on SPH targets, through speed of service and creativity of sales.
- Welcoming our guests to the venue with a personable, genuine touch, ensuring no individual leaves without feeling like a valued and appreciated customer.
- Proactively responding to customer queries, scanning tickets, liaising with the Ticketing Team.
- Collaborating with our venue team to ensure a high standard of delivery for all performances and events, setting up of our event spaces, and upholding service standards.

- Adhering to safe working procedures, maintaining good housekeeping and helping to ensure the safety of all who visit our venue, including participation in regular fire drills.
- Undertaking training in all Front of House areas including our Bars, Café, VIP and Event spaces, Studio and Auditorium.
- Actively participate in team training sessions and attend courses as required, to further your 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**

A dynamic team member who is keen to learn and puts customer experience at the forefront of what you do. You will be adaptable, personable and conscientious. Experience working in bars / cafes / hospitality environments / live entertainment venues is preferable but not essential as full training will be provided.

You will be free to work evenings and weekends attend the following date combinations:

- Open Day Interactive Session Saturday 16<sup>th</sup> May 12:00-16:00
- AND
- Induction Afternoon Tuesday 19<sup>th</sup> May 16:00-19:00

OR

- Open Evening Interactive Session Wednesday 27<sup>th</sup> May 17:00-21:00
- AND
- Induction Evening Wednesday 3<sup>rd</sup> June 18:00-21:00

*In line with licensing and responsible sale of alcohol, you will be at least 18yrs of age from the point of your chosen open day session*

### **PERFORMANCE MEASURES**

- Demonstrates positive guest interactions, maintains a friendly, professional attitude during high-volume service periods
- Actively upsells products, demonstrates product knowledge, and contributes to increased average transaction value
- Delivers fast, accurate service, especially during peak times
- Efficiently supports event setup/reset within allocated timeframes
- Maintains accurate till operation with minimal discrepancies
- Follows all procedures to reduce wastage and stock loss
- Works flexibly and collaboratively with Front of House and venue teams to ensure smooth event delivery
- Demonstrates punctuality and reliability, especially for evenings/weekends
- Adheres to licensing laws, health & safety, and venue procedures at all times
- Actively participates in training (including fire drills and safety briefings)
- Successfully completes induction training across all FOH areas and mandatory e-learning sessions
- Engages in ongoing training and applies learning on shift, demonstrating progression in skills

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.