

KEY INFORMATION

Role Title	Customer Experience Team Member
Reports to	Deputy Customer Experience Manager
Hours	Flexible
Contract	Casual
Salary	£12.71 per hour
Location	Southend on Sea, Essex

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 focused 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 Entertainment is home to **Trafalgar Theatres** (with 23 venues in the UK, Sydney, London, and across the UK), including four London Theatres - **Trafalgar Theatre, The Bridge Theatre**, and the new **British Airways Theatre, Olympia**.

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

ABOUT THIS ROLE

Our Customer Experience Team Members cover front of house operations across the auditorium, bars, restaurant, functions & events and daytime coffee shop at the Cliffs Pavilion and Palace Theatre. With two large, busy venues, successful applicants will have to demonstrate a passion for working in a fast-paced environment and the ability to serve customers quickly, whilst offering fantastic customer care.

This role is active and duties may include prolonged standing and walking, carrying and moving items and setting up and clearing areas. Applicants should be able to safely and comfortably carry out the physical duties associated with the role.

Hours are offered on a casual basis, are flexible and include daytime, evening, weekend and bank holiday working.

Applicants must be aged 18 or over due to the licensing requirements and duties associated with this role.

KEY RESPONSIBILITIES

Customer Experience

- Work within established service standards to consistently deliver a high-quality customer experience
- Provide a warm, friendly and professional welcome to all customers, creating a positive experience and inclusive environment for all
- Assist customers with enquiries, directions, seating and general information about our venues and their facilities
- Deliver attentive and efficient service across the bar, restaurant and front-of-house areas
- React to service demands and deliver a fast friendly service during peak periods
- Respond positively to customer needs and deal with any issues or concerns in a calm and professional manner
- Follow uniform and appearance standards at all times

Sales

- Consistently work within established sales standards to achieve targets and maximise revenue
- Promote and sell drinks, food, sweets, snacks, ice creams, programmes and merchandise in a friendly and engaging manner
- Maximise sales through excellent customer service and appropriate product recommendations
- Maintain a good knowledge of products, prices, promotions and theatre events & offerings
- Use Challenge 25 confidently and consistently to promote responsible sales
- Ensure all sales transactions are handled accurately and in accordance with our procedures

Safety

- Maintain a safe, clean and welcoming environment for customers, colleagues and visitors
- Follow all theatre health and safety, licensing and operational procedures at all times
- Be alert to potential hazards and report accidents, incidents or safety concerns promptly
- Assist with emergency procedures and follow instructions from the Duty Managers and Supervisors
- Support the safe evacuation of customers during an emergency, where required

Auditorium

- Ticket scanning – Mobile sales – Crowd management – Audience observation – Post show auditorium clean

Bars, Kiosk & Coffee Shop

- Serving customers – Taking interval drinks orders – Taking orders – Preparing & delivering interval app orders - Table service – Clearing tables – Washing up – Bar restocking

Restaurant Functions and Events

- Room layout, set-up & breakdown – Guest check-in – Bar & Table service – Clearing tables – Washing up glassware – Polishing cutlery

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.

This role may be subject to a Disclosure and Barring Service (DBS) check or other security screening, depending on the specific requirements of the position.

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

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. 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.