SELLADOOR
VENUES

JOB DESCRIPTION

Job Title:	**Customer Service Assistant – Selladoor Venues**
Responsible to:	Front of House Manager & Box Office Manager
Place of Work:	Hours to be shared between the Queen's Theatre Barnstaple and The Landmark Ilfracombe
Hours of Work:	Subject to variation to meet business requirement
Contract:	Casual

Selladoor Venues operates both the Queen's Theatre in Barnstaple and The Landmark in Ilfracombe. Due to the proximity of these two venues, they are often seen as one operation, with staff working across both. A pivotal aspect of Selladoor Venues' success will be the professional delivery of a first-class hospitality and events business. The role of Customer Service Assistant will be responsible for the delivery of an excellent customer experience. This includes all visitor operations including customer service, ushering, bars and food service and ticket sales/box office.

The successful candidate will work as part of a strong team, delivering exceptional service for all occasions, including pre-show bars and dining, events, conferences and daytime cafés/bistros, as well as ticket sales face-to-face and over the phone. At all times, the role must have a can-do attitude and act as an ambassador for the Company and venues.

Whilst Selladoor may be essentially a theatre company, we believe that Selladoor's hospitality is as important and has the same profile as our theatre operations and must be part of the ethos of Selladoor Venues from day one. Thus, the ideal candidate will be prepared to deliver only the best service at all times and thrive in the diversity of the theatre environment. Everything that happens in our venues are all part of the show, and we strive to ensure our visitors have a wonderful "total customer experience".

Key Responsibilities

Operations

- As rota'd, operate a variety of sales points including (but not limited to) bars, restaurants, box office, ice cream sales, merchandise and roaming;
- Operation of till points and the correct use of all associated sales technology;
- Operation of box office systems and phone lines;
- Pro-active contribution to and the participation in all sales incentives and upsell schemes;
- Usher as required including welcoming visitors to the venues, checking tickets, seating guests and monitoring the audience during the shows;
- With the support of management, responsibility for the safety of all visitors;
- Adhere to and responsibility for emergency and evacuation procedures;
- With the support of management, responsibility for the security of all venue assets;
- Carry out stock counts as and when required, stocking of shelves as per guidance, stock rotation;
- Maintain the cleanliness & tidiness of all FOH areas as standard, including deep-cleans as and when required;
- Ensure that all FOH areas are operated in a manner that is both professional and safe;
- Comply with all health & safety standards, venue licensing laws; Food Safety policies and legislations as advised by venue management;
- Pro-actively contribute to Selladoor's Health & Safety meetings and adhere to its policies;
- Adhere to all venue procedures including (but not limited to) opening and closing, cashing up, customer service;
- Adhere to all Company Health & Safety procedures.

Customer Service

- Maintain customer service standards that, when met, will guarantee the delivery of excellence in all aspects of customer service;
- Champion Selladoor's Access Policy across the venues;
- Act as 'the face of' the Company and venues at all times and respond to all customer enquiries, feedback or complaints in a professional manner, representing the Company appropriately.

Environmental Impact & Ethics

- Ensure that all waste products generated by Hospitality and FOH activities is disposed of in a manner which meets our “zero to landfill” criteria and contributes to Selladoor Venues’ aim to reduce the use of plastics as much as practicable.

Finance

- Adhere to the venues’ cash handling policies;
- Knowledge of required financial reporting as requested by venue management.

Other responsibilities

- Dress in accordance with Selladoor Venues’ uniform policy;
- Undertake training as relevant to the post, as and when requested;
- Carry out other duties that may from time to time be reasonably required by other departments, to assist the Company in achieving its business objectives.

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.

In consultation and agreement with you, this Job Description may be amended at any time.