



POSITION: Front of House Performance Team.
LOCATION: Trafalgar Theatre, London.
REPORTING TO: Front of House Supervisors and Theatre Manager.
HOURS: 0 hours contract, shifts to include evenings and weekends.

The **Trafalgar Theatre** opened its doors in the Summer 2021, following an extensive internal renovation, which has seen the restoration of the former Trafalgar Studios into a single, two-tiered auditorium, the complete renovation of the main foyer and bars in an art deco style and significant improvements to the washroom facilities.

Person Specification

As ambassadors for the theatre, the Front of House Performance Team are required to deliver exceptional customer service at all times, while being determined to maximise sales. This integral position requires reliable, adaptable individuals who are naturally personable and who will positively promote the reputation of the venue and its productions. They must be fully committed to working as a positive and productive member of a team, and to adhering to our front of house motto: “See, Smile, Say Hello”, to ensure all patrons have a truly great experience at our theatre.

Key Responsibilities

- To provide positive and attentive assistance to all our patrons, in order to offer an exceptional standard of customer service and create a truly welcoming environment.
- To help drive sales, understand and contribute to targets by gaining product knowledge and using effective selling techniques.
- To keep a record of designated stock throughout a shift, ensuring an effective stock rotation is carried out and investigating any discrepancies with the FOH Supervisor.
- To adhere to all health and safety procedures in order to minimise the risk of injury and accidents, including maintaining the cleanliness of all front of house and staff areas.
- To be vigilant at all times to protect the welfare and security of yourself, colleagues and all customers.
- To understand the venue’s Business Continuity Plan and participate in regular fire drills.
- To understand and implement the venue’s COVID-19 procedures, including regular cleaning, temperature checks, masks and social distancing, and reporting any instances of non-compliance to the COVID-19 Compliance Officer.
- To keep a high and consistent standard of appearance, ensuring that the theatre’s image is always maintained.
- To actively participate in training programmes and attend training courses as required in order to further self-development.
- To complete any other delegated task that may assist the company in achieving its business objectives.



How to Apply for this Position

Candidates are advised to visit the Trafalgar Entertainment website and download an application form. This can be found at the following link:

<https://www.trafalgarentertainment.com/careers/jobs-board/>

Completed application forms should then be sent by e-mail to:

recruitment@trafalgarentertainment.com.

Please use the subject line **FOH Application**.

Closing Date

Ongoing.

Queries

Any queries should be addressed to Elizabeth Sturt (Theatre Administrator) at trafalgarmanagement@trafalgarentertainment.com.