CUSTOMER SERVICE ASSISTANTS Job Description

Overview

To help with Front of House operations during performances working across both FOH and Bar positions. CSAs are the public face of the ArtsHouse delivering the highest customer services standards throughout our venue at all times. CSAs help create a unique experience for our audiences and the smooth running of our performances and deliver a customer experience that guarantees visitors will return again and again.

MAIN DUTIES AND RESPONSIBILITIES

Customer service

- To display the highest standards of customer care at all times, welcoming customers in a polite and enthusiastic manner, paying attention at all times to their needs.
- To respond quickly and positively to questions, requests, problems or complaints raised by customers and to resolve them effectively and courteously.
- To perform all duties to a high standard of customer care in attitude, approach and appearance.

Finance & Sales

- Offer sales service to all customers during performances, to include programmes, merchandise, ice creams, confectionery, bar and any other product at the management's discretion.
- To check floats and stock, reconciliation of sales transactions, account for sales, balance and cash up and adhere to ArtsHouse accounting and data entry procedures.
- Taking payment and giving change as required and ensuring the accuracy of each transaction.
- Liaising with the Duty Manager on the provision of floats, change, stock, till readings and renewal of till rolls etc.
- Seeking opportunities to up-sell and cross-sell, promoting the services, events and products of the ArtsHouse.

Bar Duties

- Serving drinks and (where relevant) food to customers efficiently and politely.
- Preparing pre-ordered interval drinks for the audience in a timely way, whilst ensuring quality is maintained. To proactively encourage customers to pre-order interval drinks in order to alleviate pressure at the bars during intervals whilst seeking to increase income generation.
- Ensuring the bar remains well stocked and notify the Bar Manager of any shortfalls and requirements, especially prior to intervals.

- To clear tables quickly and ensure the bar areas are tidy and attractive to customers.
- To ensure the correct presentation of the bars and function spaces at all times.
- Maintaining the cleanliness of the bar, kitchen areas, serving counter, glasses, utensils and crockery at all times, using the correct cleaning materials.
- Checking in and storing away all stock deliveries in liaison with the Bars Supervisor.

Usher Duties

- To work in all Front of House positions checking tickets, welcome audiences, give directional advice and deal with any queries or ticketing issues.
- To carry out Usher duties for other special events, eg educational events, meetings, hires of the ArtsHouse.
- To deal with latecomers.
- Providing general assistance to ensure public areas are well presented and fit for purpose to include checking toilets, moving furniture, checking seating and exhibition areas.

General

- To follow Health and Safety guidelines at all times.
- To check for, accurately record and return lost property in accordance with lost property procedures.
- To maintain vigilance at all times to ensure security, remaining in position as instructed and prevent or deal with potential disruption to a performance.
- To assist with medical emergencies and ensure that any illness inside or outside the auditorium is dealt with correctly, summoning First Aiders where necessary.
- To ensure Licence rules are enforced and carrying out evacuation of public areas during an emergency.
- To attend regular training sessions as and when required.
- To understand the current and forthcoming programme in order to enhance the customer experience.
- Any other reasonable duties requested by the Management team.

Essential Attributes

- Commitment to providing the highest standards of customer service
- Experience of working within a public facing role within a customer care environment
- Experience of working in a bar or café.
- Experience of handling cash.
- Effective verbal and numeracy communication skills.
- Diplomacy and tact
- Ability to work effectively in a team
- Ability to work evenings and weekends.

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Further Information

This is a casual, zero hours position. The rate of pay is £6.68 per hour.

The ArtsHouse will be employing a pool of staff to cover needs and requirements and shifts will be allocated and discussed with your line manager.

Application Procedures

Please note that only applications submitted on the ArtsHouse standard Application Form can be considered.

The Application Form can be downloaded from: www.stratfordartshouse.co.uk/about-us/vacancies

Once the Application Form is completed please return, by the closing date below, to: jenna.harvey@stratfordartshouse.co.uk

Please put the title of the position you are applying for in the subject line of your email.

Closing date for applications: **Midday, Monday 30 November 2015**