

POSITION DESCRIPTION

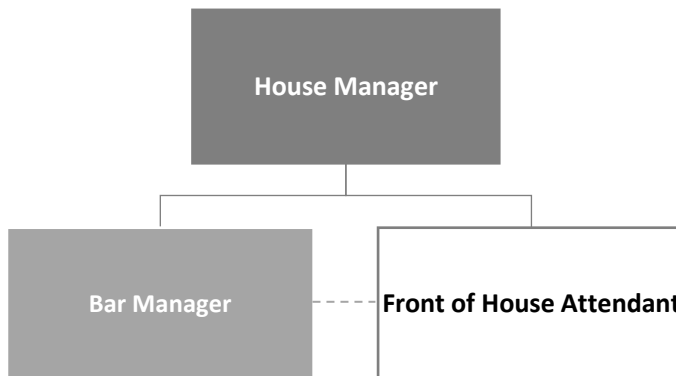
Casual Front of House Attendant

MY PURPOSE

The Front of House Attendants deliver a range of customer services to audiences and clients including ushering, cloak room, bar, and function waiting.

Some team members may work across all these disciplines, while others may specialise in either ushering or F&B service roles.

REPORTING LINE



Responsibilities

Duties

- **Customer Service:** Provide proactive, warm, welcoming and respectful customer service; provide accurate and efficient food & beverage service; promote and sell merchandise and assist with box office collection; actively monitor auditorium and foyer activity and remain alert to safety issues; respond proactively to, and communicate, issues to the Duty Manager; maintain the highest standard of personal grooming
- **Venue & Administration:** Assist in pre-performance venue preparation; maintain thorough working knowledge of performances, the venue, and products; count and balance food and beverage sales
- **Workplace Health and Safety:** Act as Fire Warden during performances; ensure patron safety; report incidents and near misses to the Duty Manager; participate in regular in-house emergency training sessions; adhere to relevant WHS regulations; operate venue equipment according to safety guidelines

Performance Indicators

- Maintain consistently high customer service levels
- Maintain excellent personal grooming, punctuality and reliability

MY ATTRIBUTES, SKILLSET AND BEHAVIOUR

Criteria

Essential

- Excellent customer service and communication skills
- Excellent personal grooming and presentation
- Regular availability during weekday and weekend evenings
- Current NSW Responsible Service of Alcohol (RSA) competency card
- Current NSW Working with Children Check clearance for paid employment

Desirable

- Current First Aid Certificate

ACKNOWLEDGEMENT

I accept the position description as stated above and that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

Print Name:

Signature:

Date: