



**TITLE:** White Rock - Show and Events Casual Worker

**RESPONSIBLE TO:** Venue manager

**HOURS:** Casual (as required)

**PAY:** NMW

**Purpose of Job**

To provide a professional, friendly, and efficient service to the White Rock Theatre customers. Providing service delivery, advice, and assistance on all areas of Front of House operation and bars whilst ensuring compliance to company policies, ‘best practice’ and current legislation.

**Principal Responsibilities:**

1.	Assist in maintaining the highest standards of service and customer care within the whole theatre.
2.	Establish a visible and accessible staff profile throughout the venue in order to foster good relations and to provide support, advice, and assistance to all visitors.
3.	Serve all alcohol, beverage and food products in line with set policies and procedures. Uphold expected standards of cleanliness within all venue areas, in accordance with company policies and procedures.
4.	Handle customer complaints as directed and outlined in the Staff Handbook. Support the venue management team and always represent the venue in a positive and professional manner.

**Other**

The nature of the work undertaken by the post holder will be required to work flexibly to meet the needs of the department and the wider business. This will include some late nights, evenings, weekends, and Bank Holiday work.

**Location**

White Rock Theatre – Hastings



**Person Specification**

This acts as selection criteria and gives an outline of the type of person the characteristic required to do the job.

**ESSENTIAL:**

- To have good verbal communication skills with the ability to communicate with both customers and colleagues at all levels of seniority and liaise effectively with other internal departments.
- Good interpersonal and customer facing skills, able to empathise, maintain professionalism, display patience and politeness within a sometimes pressurised environment.
- A conscientious, flexible, and have a 'can do' working style.
- To have a good understanding of hygiene and presentation in food handling.
- Have the ability to work unsupervised and follow standard procedures.
- Able to use initiative.

**DESIRABLE:**

- Knowledge of food and bar service standards.
- Able to follow written instructions.
- Experience of cash and card payments operations.