

## POSITION DESCRIPTIONS

### Front of House/Bar Staff

**Reports to:** Front of House Manager and Venue and Operation Manager, Hot House Theatre Permanent Staff and CEO

#### Job Description

Key Duties and Responsibilities

The key role of the Front of House and Bar team is to deliver consistently high standards in welcoming, hosting and serving all patrons and users of the Butter Factory Theatre, Wodonga

#### General

- Be proactive in providing theatre patrons and venue visitors with a positive theatre experience, provide information and assistance whenever and wherever required.
- Work with other Front of House staff to ensure a seamless high level of service at all times.
- Adhere to workplace health and safety and Venue regulations to ensure the security and safety patrons and HotHouse Theatre property. This includes: checking emergency exits and reviewing the workspace for potential hazards or obstructions. Reporting issues to management as required.
- Act responsibly and according to procedure in responding to emergency situations such as building evacuations, first aid incidents or disturbances. Acting as a fire warden in the event of an evacuation.
- Acting in accordance with HotHouse policies that are in force from time-to-time and Health & Safety Policy and Legislation

#### Award Class Level 2 - Usher, Bar Staff or Box Office Assistant.

- Ticket checking and ushering.
- Supervision of patrons during performances, including management of latecomers
- Serving the full range of bar products in an efficient and professional manner in accordance with RSA requirements
- Applying company procedures and processes relating to bar operation at all times
- Cash and credit card handling
- Recording and Restocking of Bar Stock
- Setting up for special events and functions, and pack down Post event (manual handling required).
- Cleaning of bar facility and equipment.
- Cleaning and tidying up of venue Front of House areas.

#### Award Class Level 3 - Box Office or Bar Supervisor -

- The duties as above plus
- Accurate reconciliation of bar takings
- End-of-night reconciliation and cash and credit card handling

## **Award Class Level 6 - Front of House Manager**

- The duties as above plus
- Opening and Closing Venue
- Preparation of Front-of-house reports in line with HotHouse Theatre procedures
- Completion of any incident report as required
- End of Night Reconciliation and Cash Handling

## **Key Selection Criteria**

### Essential

1. Experience in customer service with bar tending desirable
2. An interest in Theatre and the Performing Arts
3. Strong interpersonal skills including proven ability to resolve customer issues
4. Victorian Certificate in Responsible Service of Alcohol (RSA)

### Highly Regarded

- Training in Occupational Health and Safety and Emergency Management
- Current First Aid certificate