

JOB TITLE: FRONT OF HOUSE ASSISTANT

REPORTS TO: CUSTOMER SERVICES MANAGER/DUTY MANAGER

PURPOSE OF THE JOB:

The role of Front of House Assistant is vital to customer experience. This position requires impeccable customer service, a polite, welcoming and friendly manner and the ability to interact with a wide variety of people.

Phoenix hosts a variety of events and attracts a diverse audience for its popular programme of world cinema, digital arts, courses and community events in Leicester's Cultural Quarter. Our film programme shows the best films from around the world alongside the work of local film makers, as well as international theatre, ballet and music streamed live by satellite to Phoenix. Businesses and community organisations enjoy the contemporary environment for conferencing, training, networking and social events.

The role is responsible for the delivery of a friendly, welcoming service within a safe and clean environment, including;

- Assisting customers in accessing our programme and navigating the building.
- Ensuring that the venue and facilities remain tidy and clean.
- Being knowledgeable and enthusiastic about all Phoenix products and services.

MAIN DUTIES:

- Positively responding to individual customer needs, ensuring that personal levels of customer service are consistently exceptional.
- Being proactive and positive to all customer comments, requirements or complaints, liaising with colleagues and managers to ensure customer satisfaction.
- Ensuring your knowledge of Phoenix products and services is up to date in order to promote Phoenix in conversation.
- Undertaking regular screen checks to ensure that screenings and events are presented well, in a clean, warm and safe environment and to deal with any audience difficulties during events.
- Cleaning through the cinema screens and function rooms between events.
- To stock-up and sell items from the foyer kiosk and shop, ensuring all sales are tracked and money taken balances.
- Preparing spaces for events, ensuring furniture layouts and equipment prepared meet the customer's requirements and are clean and presented well.
- Undertaking regular cleaning including: toilets, regular touch points, cinema screens, meeting rooms, foyer and assisting cleaning and table clearing in the café.
- Assisting in the Café Bar area during busier periods, undertaking training in food and drinks service when required.
- Ensuring all promotional displays are fully stocked and assisting with direct marketing as required with customers in the venue.
- Fulfilling health and safety checks and attending health and safety training as required.

GENERAL:

- Working as a team member across all operational areas, assisting colleagues.
- Undertaking an active role in the fire evacuation of the building, ensuring your knowledge of the evacuation procedure is current, attending regular training sessions and conducting evacuations calmly and effectively. This may include using the fire evacuation chair.
- Undertaking internal and external training as required.
- Attending staff and departmental meetings.
- Always act as an advocate for Phoenix and its products.
- Abiding by all regulations relating to cinema presentation and public venues and adhere to all company policies and procedures.
- Undertaking any other duties that may be reasonably requested. Where appropriate, to undertake the above duties at Phoenix promotions and co-promotions in external venues.

REQUIREMENTS	ESSENTIAL	DESIRABLE
Qualifications & Training	<ul style="list-style-type: none"> GCSE Maths and English or equivalent. 	<ul style="list-style-type: none"> Emergency First Aid at Work. Training in customer service.
Experience & Achievement	<ul style="list-style-type: none"> Customer service experience within the leisure or entertainment industry. Experience of dealing with customers on a face to face basis. 	<ul style="list-style-type: none"> Previous cash handling experience. Experience of dealing with difficult customer situations.
Specific Skills & Knowledge	<ul style="list-style-type: none"> An excellent manner with the general public. Excellent team working skills and proactive approach. A full understanding of customer care. Knowledge and understanding of how to uphold a brand through service. Good numeracy skills. Ability to implement common sense thinking. 	
Motivation & Personal Communication	<ul style="list-style-type: none"> Excellent personal time management and prioritisation skills. Good interpersonal and team work skills. An interest in film and media and the ability to actively engage in discussion of these art forms. Flexible and motivated approach. Ability to deal with difficult situations in a calm and professional manner. 	<ul style="list-style-type: none"> An interest in Phoenix's cultural programme.
Other	<ul style="list-style-type: none"> Willingness to work flexible hours including evenings and weekends. An understanding of and commitment to equal opportunities. 	