



Troubadour
THEATRES

TROUBADOUR CANARY WHARF THEATRE LTD

FRONT OF HOUSE & BAR HOSTS - December Holiday Season (FIXED TERM)

JOB DESCRIPTION

REPORTING TO: Front of House Manager / Bar Manager

LOCATION: Troubadour Canary Wharf Theatre, Water Street, Canary Wharf, E14 5GX

CONTRACT TYPES: Both 20 Hours & Zero hours contracts on offer. Monday - Sunday, including evenings

SALARY: £14.80 per hour.

Candidates must be available to work over the Christmas and New Year period (all shows between 14th December-4th January). This is a fixed-term position, ending on January 31st, however there may be opportunity for contracts to be extended.

Troubadour is a company which specialises in large-scale installation venues. We build and operate go-to destinations that are fully flexible, contemporary and with the ability to showcase world-class entertainment whilst providing a greater experience for all.

We are looking for hard-working and motivated Front of House and Bar Hosts, to join the team at our Troubadour Canary Wharf Theatre! The right candidate will be looking to join a dynamic team in a unique venue, offering an exceptional experience to our staff and visitors.

Our Hosts will have the opportunity to work across all areas of our theatre operations, from working welcoming guests, to selling Merchandise, assisting with the access of customers to working on the bars pre and post show.

FRONT OF HOUSE

- Adopt an approachable and welcoming attitude with knowledge of shows and events, bar menus and policies and procedures with an ability to deal with queries clearly and confidently without the need for escalation where possible.
- Scan tickets, provide directional information, and ensure the safety of all audience members during a performance, watching for potential hazards or issues within the auditorium and around all Front of House spaces.
- Assist customers with additional access requirements and adapt as necessary for their required level of assistance.
- Identify possible improvements that will improve the experience of our guests.

- Assist with events and other activities that require additional support.

BAR

- Assist in preparing, serving and cleaning food and drink, maintaining consistency and quality, even when under pressure.
- Maintain an organised and clean bar, stock room and back of house areas.
- Set up and maintain correct stock levels across all bars.
- Demonstrate a good working knowledge of products and understand key perfect serves.
- Maintain an organised and clean bar, stock room and back of house areas.
- Prepare and store garnish used for drinks.
- Maintain good H&S / HACCP practices as guided by Management, including working environments, licensing and food handling.

HEALTH & SAFETY

- To understand and be able to implement all health and safety policies, including emergency and evacuation procedures, and be confident in the execution of these procedures.
- Report any Accidents, Incidents and/or Near Misses to the relevant member of staff.
- Assist in the conducting of health and safety checks when required, reporting any possible hazards that are discovered which could affect visitors or staff members on site.

PERSON SPECIFICATION

REQUIRED:

- Confident, enthusiastic, professional and self-motivated.
- Good, clear verbal communication skills with a confident ability to engage with both individuals and groups.
- The ability to work flexible shifts, weekends and evenings on a consistent reliable basis.
- Accuracy and attention to detail.
- Excellent timekeeping skills.
- Over 18 years old.

DESIRABLE:

- Valid First Aid qualification.
- H&S qualification.
- Previous experience of a similar role in an arts organisation.
- Interest in theatre & the arts.

To apply, please send a CV and a covering letter to jobs@troubadourtheatres.com

Applications close Sunday 25th October.