

**HAYES**  
**BECK THEATRE**

# Casual Hospitality Team Member

Job Description  
Person Specification

February 2022

**HQ Theatres** is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

**Beck Theatre** is one of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

**Beck Theatre** is a vibrant and dynamic place to work – a venue which presents a wide and varied programme of music, theatre and comedy. We always provide our staff with the best opportunities to train and develop within the organisation.

<b>Employment type:</b>	Casual
<b>Salary:</b>	£8.91
<b>Hours:</b>	Hours are offered on a casual basis and will include evening, weekend and Bank Holiday working.
<b>Work location:</b>	You will be based at The Beck Theatre, Hayes.
<b>Purpose of the role:</b>	As a member of the hospitality team, maximise profitability and ensure highest standards of customer service. Uphold the conditions of the Theatre Licenses and ensure all operational systems required to run the hospitality department are executed in an effective manner.
<b>Our ideal candidate:</b>	Will be friendly, approachable and enjoy working in a fast paced customer service environment.
<b>For an informal discussion contact:</b>	Lynn Best - <a href="mailto:lbest@becktheatre.org.uk">lbest@becktheatre.org.uk</a> Vivien Harvey – <a href="mailto:vharvey@becktheatre.org.uk">vharvey@becktheatre.org.uk</a>
<b>Closing date:</b>	Ongoing
<b>How to apply:</b>	Please send your CV and covering letter to <a href="mailto:vharvey@becktheatre.org.uk">vharvey@becktheatre.org.uk</a>

## REPORTING

You will report directly to Assistant Hospitality Manager and/or Duty Manager.

## KEY ACCOUNTABILITIES

### Operations

- Serve all alcohol, beverage and food products in line with set policies and procedures, across all service points.
- Operation of all till points and knowledge of all required functions pertaining to the till/sales systems.
- A flexible attitude towards the operation of all points of sale and the ability to move between stations when on duty. You will be required to work across Bar, Restaurant, Kiosk and Merchandise areas.
- Welcoming all customers and visitors into the building at all times. This includes general guidance, way-finding for customers and answering queries.
- Active upselling as part of every appropriate transaction.
- Adherence to all cash-handling procedures
- Contribution to the achievement of Customer Service HGEM targets
- Adherence to all Beck Theatre procedures and policies
- Adherence to emergency and evacuation procedures including all relevant training, drills and briefings.
- Ensure compliance with all food hygiene and liquor license legislation.
- Adherence to all Group and Theatre Health & Safety at Work procedures, to minimise the risk of injury and accidents, personal and to others;
- To conduct oneself in an appropriate manner and to be aware that you are a representative of The Beck Theatre at all times.
- Other related duties as may from time to time be reasonably required by the Hospitality Management team and Duty Manager.
- Assist in maintaining the highest standards of service and customer care within the whole theatre.
- Establish a visible and accessible staff profile throughout the theatre in order to foster good relations and to provide support, advice and assistance to all visitors.
- Collect, clean and store appropriately all crockery, cutlery, glassware and other such catering equipment.
- Uphold expected standards of cleanliness within all venue areas in accordance with company policies and procedures.
- Dress to the appropriate standard and be ready for work at the specific start time.
- Support the theatre management team and always represent the venue in a positive and professional manner.

- Along with all other Hospitality colleagues, contribution as required to the achievement of The Beck Theatre's Business Plan, and its sales targets and objectives.

### **Recruitment, Training and Development**

- Undertake training and development relevant to the successful execution of the job role.

### **Other Responsibilities**

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend meetings as required.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

## PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

### Essential

- A passion for providing excellent customer service
- Lively, articulate and engaging spoken communication and an excellent manner when dealing with the public, visitors, and colleagues within The Beck Theatre.
- Experience of accurate cash handling, banking and implementing cash handling procedures
- Ability to respond flexibly to changing business needs and demands and to work calmly and effectively under pressure
- A proven track record demonstrating reliability and good timekeeping
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers
- Ability and willingness to work not only during the weekday daytimes, but also, as required within the Hospitality Team rota, in the evenings, at weekends, Bank Holidays and Christmas Holidays.
- A presentable, professional and approachable manner which sets an example for others to follow.

### Other

- Ability to undertake bar duties
- Prepared to conform to dress code

### Desirable

- Enthusiasm for the performing arts and entertainment
- Previous experience in a busy customer service environment in hospitality