

# GREAT SHOW PRODUCTIONS LTD

## **FRONT OF HOUSE ASSISTANT**

Great Show Productions is seeking friendly and enthusiastic Front of House (FOH) Assistants for an exciting new experiential production set to captivate audiences in the heart of London.

The Front of House Assistants will support the daily operations of our theatre's front-of-house areas and be the first point of contact for all guests. This is a customer facing role, working alongside the Operations and Security teams. The FOH Assistants will be responsible for providing narrative guidance and operational support to our guests to help them navigate their experience to the fullest.

Ideal candidates will have an events or performance background, customer service experience, and will be outgoing and confident in a dynamic environment.

**JOB TITLE:** Front of House Assistant

**REPORTING TO:** Front of House Supervisor

**DIRECT REPORTS:** None

**LOCATION:** Earls Court, London

**START DATE:** September 2024

**SALARY:** £13.15 per hour up to 48 hours per week

## **KEY RESPONSIBILITIES:**

- Providing key front of house services including, but not limited to, ticket scanning and stewarding, as well as ticket sales and resolving ticketing issues in a fast-paced environment.
- Maintaining a welcoming atmosphere whilst handling customer requests in an efficient and professional way.
- Ensuring customer safety and wellbeing during the experiences.
- Report any safety hazards or incidents to the FOH Supervisor promptly.
- Address and escalate any customer inquiries, concerns, or complaints to the FOH Supervisor, where needed.
- Work closely with the FOH Supervisor and other team members to ensure a cohesive and efficient operation.
- Participate in pre-show briefings and staff meetings.
- Provide support for special events and functions as needed.

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## PERSON SPECIFICATION:

### Skills & Experience Required:

- Previous customer service experience, preferably in a theatre, event venue, or similar customer facing environment.
- Strong interpersonal and communication skills.
- Ability to work in a fast-paced environment and handle stressful situations calmly.
- Must be comfortable working evening and weekend shifts.
- Ability to stand for extended periods and perform some light lifting.

### Desired, but not required:

- Previous customer-facing experience.
- Interest in the arts and entertainment industry.
- Previous experience with radios/comms.
- Fire Marshall and First Aid certification is a plus.

### How to Apply:

Interested candidates should submit their resume and a cover letter detailing their relevant experience and interest in the position to [recruitment@rodeoproductions.co.uk](mailto:recruitment@rodeoproductions.co.uk) by 22nd August 2024. Please include "FOH Assistant Application - [Your Name]" in the subject line.

**The Great Show Production Limited is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.**