



# JOB DESCRIPTION

Title: **CUSTOMER SERVICE ASSISTANT**  
Reports to: **Front of House & Bar Manager**

## Overview

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To help with Front of House operations during performances, working across both FOH and Bar positions. CSAs help create a unique experience for our audiences and ensure the smooth running of our performances.

## Duties & Responsibilities

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### Customer service

- To display the highest standards of customer care at all times, welcoming customers in a polite and enthusiastic manner, paying attention at all times to their needs.
- To respond quickly and positively to questions, requests, problems or complaints raised by customers and to resolve them effectively and courteously.
- To perform all duties to a high standard of customer care in attitude, approach and appearance.

### Finance & Sales

- Offer sales service to all customers during performances, to include programmes, merchandise, ice creams, confectionery, bar and any other product at the management's discretion.
- To check floats and stock, reconciliation of sales transactions, account for sales, balance and cash up and adhere to ArtsHouse accounting and data entry procedures.

### Bar Duties

- Serving drinks to customers efficiently and politely.
- Preparing pre-ordered interval drinks for the audience in a timely way, whilst ensuring quality is maintained.
- Ensuring the bar remains well stocked and notify the Bar Manager of any shortfalls and requirements, especially prior to intervals.
- Maintaining the cleanliness of the bar, kitchen areas, serving counter, glasses, utensils and crockery at all times, using the correct cleaning materials.
- Checking in and storing away all stock deliveries in liaison with the Bars Supervisor.

### Usher Duties

- To work in all Front of House positions checking tickets, welcome audiences, give directional advice and deal with any queries or ticketing issues.

### Essential Attributes

- Commitment to providing the highest standards of customer service.
- Experience of working within a public facing role within a customer care environment.
- Experience of working in a bar or café.
- Effective communication skills.
- Ability to work effectively in a team.
- Ability to work evenings and weekends.

### Further Information

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This is a casual, zero hours position. The rate of pay is £8 per hour. The ArtsHouse will be employing a pool of staff to cover needs and requirements and shifts will be allocated and discussed with your line manager.

**Please send your CV with a covering note to [Emily.obrien@stratfordartshouse.co.uk](mailto:Emily.obrien@stratfordartshouse.co.uk)**

**Closing date for applications: Friday 13th October 2017**