

JOB TITLE: FRONT OF HOUSE ASSISTANT

REPORTS TO: ASSISTANT OPERATIONS MANAGER – FRONT OF HOUSE

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.

Engagement with our programme continues to grow, with over 190,000 people connecting last year and many more using the cafe bar which has become a hub for many who live and work in the city. 97% of our customers say they would recommend us to a friend.

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

- Assisting customers in accessing our cinema product in a proactive manner
- Ensuring that the venue and facilities remain clean and tidy
- Being knowledgeable and enthusiastic about all Phoenix products and services

MAIN DUTIES:

- Professionally assist all customers in accessing our cinema product and navigating the building
- 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 the cinema product is presented well, in a clean, warm and safe environment
- To sell confectionery and drinks from the kiosk, ensuring all sales are tracked and money taken balances
- Preparing rooms, cinemas and public areas for events, ensuring furniture layouts and customer requirements are accurate, presentable and clean
- Undertaking regular toilet checks, ensuring they are clean, presentable and fully stocked
- Fulfilling health and safety checks and attending health and safety training as required

GENERAL:

- 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
- 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"> A 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 	