# FRONT OF HOUSE ASSISTANT ROLE AT THE BELVOIR STREET THEATRE

**Title:** Front of House Assistant

**Responsible to:** Front of House Management

**Hours:** Casual – Weekend Only (min 4 call when rostered)

**Closing Date:** 5pm, Friday, 7th October 2016

**Role Description:**

FoH assistants are an integral part of the theatre and as such they are primarily responsible for the health, safety and comfort of the public whilst they are on the premises. For many members of the public this may be the first time they have visited the Belvoir Street Theatre and for many, you will be their first point of contact and will influence the first impression they have. You are expected to give customers a warm and friendly welcome and deal with all queries in a helpful manner.

### MAIN DUTIES AND RESPONSIBILITIES

* Serving alcohol, teas, coffees, soft drinks, crisps etc to the public and staff in a quick, efficient, warm and friendly manner.
* Taking payment and giving change as required and ensuring the accuracy of each transaction.
* Maintaining the cleanliness of the bar area, foyer, tables, glasses, utensils and crockery at all times, using the correct cleaning materials.
* Setting up interval drinks/post performance parties etc. and clearing/washing up after events.
* Monitoring stock levels and requirements.
* Checking in and storing away all stock deliveries.
* Maintaining a clean and tidy cellar ensuring stock rotation is adhered to.
* To tear tickets, ensuring that only patrons with correct tickets for that show and date enter the auditoria.
* To ask customers to take seats or positions in the theatre auditoria as allocated or otherwise help them find a seat to their liking as quickly as they can.
* To monitor Front of House and notify a Duty Manager should there be any cause for concern regarding the security and welfare of the building and its customers and staff.
* To monitor the noise levels, ensure that customers respect the rules concerning food and drink in the auditoria, and the use of mobile phones during the performance.
* Cleaning and removal of rubbish from the auditoria, before, during and after each performance.
* To check levels of toilet rolls/hand towels and the general state of Public Toilet areas.
* To comply fully with the Department’s code of conduct.

APPLICATION FORM – PRIVATE & CONFIDENTIAL

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| **POST APPLIED FOR** | **Front of House Assistant** |

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| **PERSONAL DETAILS** | | | | |
| Name |  | | Title |  |
| Address |  | | | |
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|  | | | |
|  | | | |
|  | Postcode |  | |
| Contact number(s) |  | | | |
| Email address |  | | | |

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| **PRESENT EMPLOYMENT** | | | | | |
| Name  & address  of employer |  | | | | |
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|  | | | | |
|  | | | | |
|  | | Postcode | |  |
| Job title |  | | Salary | |  |
| Start date in post |  | Notice period | |  | |
| Reason for leaving |  | | | | |
| Briefly outline your main duties and responsibilities (if not in paid employment, please give  a brief outline of your current situation). | | | | | |
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| **Relevant Experience** (please summarise any situations where you have dealt with customer service, members of the public, handled cash etc). |
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| **OTHER EXPERIENCES, INTERESTS, HOBBIES, SPECIAL SKILLS** (please give details of anything relevant to the post). |
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| **REASONS FOR APPLYING** (please say what interests you about this position - continue on a separate sheet if necessary). |
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| **SKILLS, KNOWLEDGE & EXPERIENCE** (please outline the skills and experience you have gained, either in paid work, unpaid/voluntary work, work at home, through your studies and/or leisure activities, which you think are RELEVANT to the position for which you are applying and which you believe makes you suitable for the post - continue on a separate sheet if necessary). |
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| **DISABILITY** (in order to meet the needs of current and potential employees and to act in accordance with the Disability Discrimination Act 1992, please give brief details of any disability or medical condition which might affect your performance in this post). |
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| **REFERENCES - please tick**  **the box if you do not**  **want your referee to be**  **contacted prior**  **to interview.** | Referee one must be your current or most recent employer, or if you have not been in paid employment the head of your training establishment and/or a representative of a voluntary organisation with which you have been involved. | |
| Referee One | Name |  |
| Position |  |
| Address |  |
|  |
|  |
|  |
| Telephone |  |
| Email |  |
| Relationship to you |  | |

|  |  |  |
| --- | --- | --- |
| Referee Two | Name |  |
| Position |  |
| Address |  |
|  |
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|  |
| Telephone |  |
| Email |  |
| Relationship to you |  | |

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| **PRIVACY ACT 1988** |
| I agree that the information given in my application may be used for purposes registered under the Privacy Act 1988, and I consent to the information being stored on manual and computerised files for relevant employment-related purposes. |

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| **DECLARATION** | | | |
| I declare that the information contained in this application is correct to the best of my knowledge and understand that any false statement, or omission, may result in my application being withdrawn or my appointment being terminated. Initially this information will be used for all purposes relating to the selection process and may be disclosed to those members of Belvoir who have a need to see it. For the successful candidate, the information will form part of their confidential, personal record. In the case of unsuccessful candidates the data will be destroyed after six months. | | | |
| **NAME** |  | **DATE** |  |

**Please return the completed form to Ohmeed Ahi, Front of House Manager, via email: ohmeed@belvoir.com.au**

**FOR OFFICIAL USE ONLY**

DATE RECEIVED………………………………………………..

INTERVIEW EMAIL SENT ON …………………………………. BY………………………………….

INTERVIEW DATE…………………………. ACCEPTED?…………….. DECLINED?……………….

OTHER NOTES: