

## Leicester Haymarket Theatre

### **Job Title: Front of House/Bar Staff**

Responsible to: Duty Manager:

After 11 years the Haymarket Theatre finally reawakened In March last year with the help of a brand-new team and vision following Leicester City Mayor Sir Peter Soulsby announcing his intention to support Haymarket Consortium Limited's proposal to re-open the city centre venue by investing £3.6 million in the building. The Haymarket Consortium are a group of companies consisting of Leicester Haymarket Theatre Ltd, Haymarket Productions Ltd and the National Training Theatre. The Consortium board comprises Jed Spittle (financial/artistic), John Jenkins (premises/licensee), Ellyn Phillips (training/artistic) and Natalie Cheary (PR/marketing) The Haymarket is hired out as a venue for theatre productions, esports tournaments, live music, awards, parties and conferences. The main auditorium has been refurbished with 901 new seats, sound desks and lighting systems, and the building has seen the installation of a café, licensed bar and TV gallery. The foyer and entrance areas have been modernised, while retaining the original feel of the old Haymarket Theatre.

### **Principal Responsibilities include:**

The work of an usher includes:

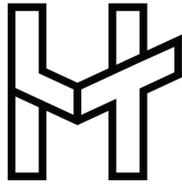
- Showing people to their seats, and ensuring people with disabilities have all the access they need
- Selling programmes and possibly ice-creams
- Answering queries from the public
- Assisting the public to enter and exit the venue safely
- Ensuring the venue is clean and tidy.

Box office work includes:

- Using computerised box office ticketing systems to sell tickets
- Handing cash
- Providing administrative support to venue managers
- Receptionist duties at the venue
- Dealing with the public face-to-face and over the phone.

Bar work includes:

- Serving hot and cold drinks to the public
- Delivering food and snacks to the public
- Answering queries from the public
- Ensuring the venue is clean and tidy.



**Leicester  
Haymarket  
Theatre**

Criteria for FOH

Personal Requirements:

- Neat personal appearance
- High level of personal hygiene
- A customer focused attitude
- Self-motivated with a problem-solving mindset
- Excellent communication skills
- Ability to work in an organised efficient and professional manner
- Able to work as part of a team
- Good memory for people's names and orders
- High level of fitness necessary to work on your feet in a fast-paced environment

Skill Requirements:

- Some experience in the service of food and beverage
- Excellent interpersonal and communication skills, including managing customer expectations and staff interactions
- Demonstrated commitment to quality customer service
- Communicate and direct customers with efficiency during shows
- Ability to multi task
- Demonstrate ability to learn about all food and beverage products available within the Café
- Ability to assist with the preparation of all beverage and sweet items
- Able to answer phones in a professional manner
- Experience using a POS system to place orders
- Clear written communication skills
- Ability to perform simple mathematical calculations
- Ability to handle cash and credit card transactions

**Please send a covering letter and CV to:**

**[recruitment@haymarkettheatre.co.uk](mailto:recruitment@haymarkettheatre.co.uk)**

**Submissions by: 17:00 Friday 22nd March**

**Interviews the following week**