



Hospitality Team Member

Job Description
Person Specification

July 2021

HQ Theatres is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

The Orchard Theatre is one of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

The Orchard Theatre has established itself as one of the South East's premier theatre venues. Designed to be a flexible performance and events space, the venue can stage anything from large West End musicals to hospitality and cabaret events using the flat floor configuration. The theatre offers first class hospitality, including The Restaurant which is popular for pre-show dining where it offers a great ambience, delicious food and a welcoming team.

Employment type:	Casual
Salary:	£6.56 to £8.91
Hours:	Hours are offered on a casual basis and will include evening, weekend and Bank Holiday working.
Work location:	You will be based at The Orchard Theatre and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
Purpose of the role:	As a member of the hospitality team, uphold the conditions of the Theatre Licenses and ensure all operational systems required to run the hospitality department are executed in an effective manner. Maximise profitability and ensure highest standards of customer service.
Our ideal candidate:	Will be friendly, fast, always smiling and enjoy working in a thriving theatre and busy Restaurant environment. Take pleasure in making each guests visit the great night out it should be!
For an informal discussion contact:	Tal Rosen, Hospitality General Manager. 01322 220099 trosen@orchardtheatre.co.uk
Closing date:	16 th August 2021
How to apply:	Send your CV and a covering letter to trosen@orchardtheatre.co.uk . Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

REPORTING

You will report directly to the duty Hospitality Manager and/or Duty Manager.

KEY ACCOUNTABILITIES

- Along with all other Hospitality colleagues, contribution as required to the achievement of The Orchard Theatre's Business Plan, and its sales targets and objectives;
- Operation of all till points and knowledge of all required functions pertaining to the till / sales systems;
- A flexible attitude towards the operation of all points of sale and the ability to move between stations when on duty. This may include Bar, Restaurant, Merchandise, Shops, Events, Hawking and other areas within the Hospitality Department;
- Welcoming all customers and visitors into the building at all times. This includes general guidance and way-finding for customers and answering queries;
- Active upselling as part of every appropriate transaction, as a matter of course;
- Adherence to all cash-handling procedures;
- Contribution to the achievement of Customer Service HGEM targets;
- Adherence to all Orchard Theatre procedures and policies, including, but not limited to, opening, closing and service;
- Adherence to emergency and evacuation procedures including all relevant training, drills and briefings.
- Ensure compliance with all food hygiene and liquor license legislation;
- Adherence to all Group and Theatre Health & Safety at Work procedures, to minimise the risk of injury and accidents, personal and to others;
- Completion of Cleaning Records whilst on shift and tidying of all Hospitality and FOH areas as a matter of course, to ensure that the area is always a welcoming one for customers. Involvement in deep-cleaning of said areas, as and when required;
- To conduct oneself in an appropriate manner and to be aware that you are a representative of The Orchard Theatre at all times.
- Other related duties may from time to time be reasonably required by the Hospitality Team Leader and Duty Manager.
- Assist in maintaining the highest standards of service and customer care within the whole theatre.
- Establish a visible and accessible staff profile throughout the theatre in order to foster good relations and to provide support, advice and assistance to all visitors.
- Serve all alcohol, beverage and food products in line with set policies and procedures.
- Collect, clean and store appropriately all crockery, cutlery, glassware and other such catering equipment.

- Uphold expected standards of cleanliness within all venue areas in accordance with company policies and procedures.
- Dress to the appropriate standard and be ready for work at the specific start time.
- Support the theatre management team and always represent the venue in a positive and professional manner.

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed. The Orchard Theatre expects all of its Hospitality Team to wear The Orchard Theatre uniform, for which some items will be provided; and the Team will be expected to provide approved footwear whilst at work.
- Attend and, if required, note take meetings as required.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Essential

- A passion for providing excellent customer service.
- Lively, articulate and engaging spoken communication and an excellent manner when dealing with the public, visitors and colleagues within The Orchard Theatre and within the entertainment industry.
- Experience of accurate cash handling, banking and implementing cash handling procedures.
- Ability to respond flexibly to changing business needs and demands and to work calmly and effectively under pressure.
- A proven track record demonstrating reliability and good timekeeping.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- Ability and willingness to work not only during the weekday daytimes, but also, as required within the Hospitality Team rota, in the evenings, at weekends, Bank Holidays and Christmas Holidays.
- A presentable, professional and approachable manner which sets an example for others to follow.

Desirable

- Enthusiasm for the performing arts and entertainment.
- Previous hands on bar and waiting experience within a busy hospitality service environment.