

Civic Theatre Newcastle

Duties Statements Customer Experience

Last reviewed: 23 March 2021 DOH

LTCA	Position	Duties
2	<p>CX Team Member</p> <p>Team member roles:</p> <ul style="list-style-type: none"> • Usher (various locations) • COVID Marshal) • Host/Meet & Greet (when required) 	<p>Responsible for greeting and ushering customers into and out of a performance or event, including:</p> <ul style="list-style-type: none"> • Welcoming customers, checking tickets, giving directional advice and dealing with any queries or ticketing issues as customers enter. • Promoting the venue, events and products and seeking opportunities to cross- and up-sell. • Providing a positive and accessible service to all customers and colleagues. • Keeping up to date and maintaining a good knowledge of fire, safety and evacuation procedures. • Assisting with the evacuation of the public in the event of an emergency. • Monitoring customers for banned items, such as cameras and food. • Changing advertising and display posters. <p>Responsible for the overall cleanliness of the performance or event area whilst in operation, including:</p> <ul style="list-style-type: none"> • Ensuring the venue is clean and checking for lost property after customers have left. • Collecting glasses from tables and washing in the dishwasher. • Wiping down tables, cleaning service areas and polishing glasses. • Arranging bottles and glasses on shelves. • Restocking fridges. • Maintaining workplace hygiene, work health and safety, and security procedures. • Managing the audience in an emergency situation. <p>Informing management of any problems which require immediate attention</p> <p>Skills and experience required:</p> <ul style="list-style-type: none"> • Demonstrated experience in a customer facing role, displaying excellent communication skills, positive friendly demeanour and commitment to best practice customer experience.

		<ul style="list-style-type: none"> • Demonstrated experience working collaboratively as part of a team, able to take instruction and work independently. • Confidence settling disputes/ dealing with disruptive audience members. <p>Qualifications Required:</p> <ul style="list-style-type: none"> • NSW Working With Children Check • All Mandatory CN training packages
3	<p>CX Team Member</p> <p>Roles:</p> <ul style="list-style-type: none"> • Bar service • Usher (various locations) • COVID Marshal • Host/Meet & Greet (when required) 	<p>In addition to the responsibilities of CX Team Member 2 above, responsible for the smooth operation of the bar during trading hours, including:</p> <ul style="list-style-type: none"> ○ Setting up bar area according to opening procedures. ○ Mixing, serving drinks to order, and selling refreshments and snacks following bar procedures. ○ Recording wastage at the end of your shift. ○ Assisting in the storeroom/cellar. ○ Assisting in stock control. <p>Responsible for till operation and takings during shift, including:</p> <ul style="list-style-type: none"> ○ Ensuring all transactions are recorded accurately and immediately on the till. ○ Collecting payment, operating cash registers and giving change. ○ Collecting till float before beginning a shift and checking the till float before the till starts operation. ○ Reconciliation of till at end of service. <p>Skills and experience:</p> <ul style="list-style-type: none"> • Practical experience in a fast-paced bar or similar hospitality environment. <p>Qualifications Required (in addition to those of Level 2):</p> <ul style="list-style-type: none"> • RSA certification • Armed Hold-up prevention training (including cash handling)

3 - 5	CX Team Member Role: <ul style="list-style-type: none"> Tour leading 	<p>In addition to the responsibilities of CX Team Member 2 above, responsible for leading tours of the Theatre or other City of Newcastle venue.</p> <p>Skills and experience:</p> <ul style="list-style-type: none"> Professional presentation, engaging manner and excellent verbal communication. Experience delivering informative and inspiring tours to customers, ensuring delivery reflects a full knowledge of the building and organisation (full training will be provided).
6 - 7	Customer Experience Team Leader (Previously Front of House Manager)	<p>Responsible for providing a safe, positive and accessible service to all customers and colleagues, including:</p> <ul style="list-style-type: none"> Supervising and coordinating the entire front of house team, providing development and training and assisting in recruitment and induction of new team members. Being a primary point of contact for clients, welcoming them to the venue and ensuring a smooth running of operations including riders. Operational responsibility for safety and security of the building, including the decision to stop events and evacuate if necessary. Providing a knowledgeable and engaged team to respond positively to customer enquiries, proactively offering assistance and guidance. Driving sales and maximising income through the sale of ice creams, merchandise and programmes. Assigning staff to their roles and providing supplies as needed for the performance. Working closely with the ticket office to solve ticketing issues, and coordinating other departments ensure seamless operations of the event. Ensuring auditorium, foyers and front of house spaces are maintained to high standards, reporting issues to relevant staff for action; Ensuring accurate and informative post event reporting is circulated to relevant departments Maintaining a high level proficiency in management and reporting systems (eg ungerboeck, Vivatickets (Enta)).

		<p>Skills and experience: In addition to skills and experience of Levels 2 – 4, the Team Leader must possess:</p> <ul style="list-style-type: none"> • Superior customer service skills • High level computer literacy and proficiency in all venue systems • Demonstrated high level leadership ability • Significant experience in customer facing venue operations. • Formal theatre qualification to a minimum level of a Certificate III in Live Production and Services (NSW TAFE) or equivalent qualification or demonstrated equivalent practical experience.
--	--	--