

# Front of House and Box Office Department Work Placement Description

**Employer:** THEATRE ROYAL (NORWICH)

**Address:** THEATRE STREET, NORWICH, NR2 1RL

**Phone:** 01603 598625

**Contact:** ELLA DAYMOND

**Title:** LEARNING & EDUCATION ASSISTANT

**Placement Title:** FRONT OF HOUSE/BOX OFFICE ASSISTANT

The Front of House team are responsible for ensuring the highest levels of Customer Service, making the theatre a welcoming place for all. The Front of House Department consists of Duty Managers, Assistant Show Managers, Ushers and Volunteer Stewards.

The Box Office team are responsible for ticket sales online, in person and over the phone using a computerised system and for providing quality service to customers. The Box Office team consists of Box Office Managers, Box Office Supervisors, Box Office Assistants and Phone Assistants.

**Job Description:** PARTICIPATING IN ASPECTS OF FRONT OF HOUSE AND BOX OFFICE MANAGEMENT, SALES AND CUSTOMER CARE.

## Likely Tasks:

1. Assisting the Front of House and Box Office Departments to maintain a high level of customer care.
2. Attending a staff briefing.
3. Observing and assisting the Box Office team with ticket sales and customer care.
4. Observing and assisting an usher with Front of House sales and customer care.
5. Observing and assisting the Assistant Show Manager with arranging stewards and banking.
6. Observing and assisting the Duty/FOH Manager with Front of House administration, setting up a show and running the show.
7. Observing and assisting a Steward with carrying out pre-

## **Front of House and Box Office Department Work Placement Description**

performance auditorium checks, taking tickets and showing customers to their seats.

### **Significant Risks (For further description please see our Risk Assessment Document):**

1. Manual Handling

### **Control Measures:**

1. Induction talk
2. Training
3. Supervision at all times

### **Job Requirements:**

1. Flexibility regarding roles and times
2. To be physically fit
3. To be able to communicate and get on with a wide range of people
4. Due to the specialised working environment, this placement may not be suitable for those who suffer from very poor eye sight, the hard of hearing or claustrophobia. Please make sure to provide us with information on any medical conditions you may have (such as asthma or epilepsy), disability (such as hard of hearing, visual impairment, colour blindness, physical disabilities or vertigo), or any other condition that we should be aware of, including any specific learning difficulties, so that we can better support you with your application and potential placement. If you have any concerns or queries, please do not hesitate to get in touch.

### **Candidate Criteria:**

Successful candidates usually demonstrate:

- An active interest in attending Theatre and Live Events.
- Past experience of participating in Theatre and Live Events either as a performer or behind the scenes.
- An enthusiasm to learn by getting 'hands on' experience in Customer Care.
- To be sensitive and mature when customer complaints arise.

## **Front of House and Box Office Department Work Placement Description**

- An ability to work as a part of a team and also to carry out individual tasks accurately with minimal supervision.
- Good social skills and an ability to communicate with a wide range of people without inhibition.
- Punctuality.

### **Working Times:**

- Hours of work will vary and your schedule will be sent to at least 2 weeks ahead of your placement. The working day can be split roughly into two sessions:  
*Afternoon 13:00 – 17:00      Evening 18:00 – 22:00*
- It will mainly be evening work that you are required to attend.
- The hours will not exceed 40 hours per week.

### **Refreshment Arrangements:**

- A short afternoon/evening tea break.
- Catering facilities are on site but as breaks are unsupervised you may eat elsewhere if desired.

### **Dress Code:**

- You should wear suitable clothes for work in a public facing role; black trousers or skirt, white shirt and smart black shoes.

**Supervisor:** Caroline Williams (Front of House Manager)

or

Helen Tully (Front of House Manager)

Or

Penny Aston (Box Office Manager)

**Please note: The Theatre Royal holds a valid Employer and Public Liability Insurance Certificate.**