

Job ID: MDS194 (AD)

Job Posted: July 20, 2021

Job Closes: August 20, 2021



The Front of House staff plays a key role in providing the optimal customer service experience at the Port Stanley Festival Theatre. With complimentary responsibilities as bar staff and volunteer coordinator this role is vital in managing our patrons' experiences, from being a welcoming first-point of contact, delivering exceptional service and hospitality in our bar and theatres, and at our events. Front of House forms an integral part of the Port Stanley Festival Theatres business and culture, aiding in the delivery of exciting, diverse productions to audiences each week.

Main duties & responsibilities:

- Be the welcoming and courteous face of Belvoir at our venues and events.
- Serve customers, taking and delivering food and beverage orders, pouring, and serving drinks, operating cash register.
- Maintain the cleanliness of the bar, foyer, theatre, public spaces, and kitchen.
- Assisting with monitoring of stock levels and stock rotation, and with deliveries as required.
- Assist in the set up and break down of event spaces, as required.
- Assist patrons with finding the precise location of their seats according to their ticket information within Covid Safety protocols.
- Aid patrons who have disabilities or other special needs in finding an appropriate seat or section for them to enjoy the show comfortably within Covid Safety protocols.
- Ensure the creative demands of each production are considered when managing audience members in our theatres, including managing guest behaviour during performances.
- Assist in ensuring the security and welfare of the building and Port Stanley Festival Theatres customers and staff during performances and events.
- Follow all incidents and emergency procedures regarding venue evacuation and know the location of all exits throughout the building
- Other duties to include the selling of tickets via telephone and in person.
- Reporting of show statistics daily.

Job skills & qualifications:

- Experience in hospitality or customer service related an asset.
- Intermediate computer skills.
- Strong interpersonal skills and friendly demeanour.
- Excellent customer service skills.
- Be physically fit with unrestricted ability to lift, bend, stretch and twist and be able to stand for long periods of time.
- Ability to work Tuesday through Saturday evenings and some days shifts is essential. Working 20-26+ hours weekly.

Interested applicants are to send a resume to Theatre Manager, Natasha Newby at natasha@psft.ca.
Please no phone calls. Posted until position is filled.