

QUEENSLAND THEATRE

Casual Front-of-House team member – Theatre Bar and Venue Hospitality All-Rounder

- Dynamic theatre company
- Friendly and supportive work environment

Queensland Theatre has more than 50 years of proud history creating an extensive repertoire of Australian, classic, contemporary, international and theatrical works. At the heart of our mission is a team that is driven by a passion for the work we do and their positive spirit.

We are always searching for enthusiastic casual hospitality/bar team members to join our Front of House team at our Queensland Theatre venue. We require energetic people with bar and food service experience who demonstrate strong initiative and willingness to deliver excellent customer service and who are available and reliable to work flexible hours, mostly nights and weekends during our (seasonal) show schedules.

This role is suited to workers who can commit to the seasonal nature of our operations and can demonstrate their hospitality/bar experience.

We are quite a friendly and energetic bunch who enjoy what we do and take it seriously. If you are interested in being part of our team, please review the following position requirements and apply.

Role duties and responsibilities:

- Attend to theatre bar, providing bar and food service, ensuring all bar and public/front-of-house areas, bar and foyer are cleaned and presented in an acceptable manner, at all times.
- Provide friendly and welcoming customer service and engagement with patrons and visitors.
- Apply initiative to ensure that all responsibilities and tasks are continually met.
- Ensure bar and food inventory is adequate and stock levels are replenished, and advise supervisor where stocks are low.
- Operate point-of-sales systems.
- Attend as theatre usher by checking theatre tickets and directing patrons to their allocated seat/s.
- Assist theatre patrons who require or request assistance.
- Visually sweep the theatre to check for potential safety issues.
- Ensure the safety of patrons, performers and colleagues by following venue procedures and safety requirements, engaging with the Technical and Production team and stage management teams where required.
- Attend to Queensland Theatre car park, where required, to direct patrons with a parking booking.
- Be aware of and enforce the inhouse rules and procedures.
- Provide evacuation and emergency guidance to patrons and performers, if required.
- Be available and reliable to work flexible hours including nights and weekends.

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Skills and experience:

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- Previous experience in a bar/restaurant/café hospitality environment with bar and food service experience including preparing beverages, serving food and making coffee.
- Food and beverage product knowledge including food and beverage hygiene/safety.
- Current RSA (Responsible Service of Alcohol) certificate.
- Excellent customer service and communication skills.
- Ability to effectively handle a wide variety of personalities and situations requiring diplomacy, friendliness, poise, and at times, clear and firm communication.
- Strong organisational skills with ability to juggle competing demands while maintaining a flexible and courteous approach in a fast-paced environment.
- Ability to demonstrate and apply initiative to ensure that all responsibilities and tasks are met.
- Ability to understand and comply with relevant legislation and rules, workplace and front-of-house policies, processes and practices with regard to conduct, working with others, uniform, personal hygiene, and health and safety.
- Ability to work effectively as a team player as well as independently.
- Ability to stand or sit for long periods of time at an assigned post.
- Knowledge of COVID-safe work and operating protocols and practices.

Desirable attributes

- Strong work ethic with a proactive, professional attitude.
- Previous ushering experience (but not essential).
- Interest in or knowledge of theatre/the performing arts.

If you have the necessary skills and attitude and are enthusiastic about becoming part of our team, then please apply.

HOW TO APPLY

Please provide a written application which includes:-

1. a cover letter outlining your suitability for the role and interest in working at Queensland Theatre; and
2. resume / curriculum vitae.

Applications should be addressed to Venue and Bar Manager, Queensland Theatre, and emailed directly to fohemployment@queenslandtheatre.com.au by Monday 25 March 2024.

Please do not apply via Seek.

Please combine your application into a single PDF or Word document.

Due to the expected volume of applications, only shortlisted applicants will be contacted for the next phase of the recruitment process.

Queensland Theatre is an equal opportunity employer and encourages Indigenous Australians and people from a range of cultural and linguistic backgrounds to apply for roles. We strive for diversity and inclusion in the workplace and to promote a culture of opportunity. By weaving diverse cultural perspectives through all that we do, we aim to build deeper understanding of diverse cultures and backgrounds.