

OPERA HOLLAND PARK

JOB DESCRIPTION

Job Title:	Front of House Steward
Department:	Front of House
Grade:	£8.00
Location:	Holland Park Theatre
Responsible to:	Front of House Manager
Responsible for:	N/A

Main Purpose of the Job

- To assist the running of Opera Holland Park festival, look after the patrons while exercising exemplary standards of hospitality, and maintain the safety, appearance and brand of Opera Holland Park.

Main Duties and Responsibilities

- To provide excellent customer service towards patrons, attending to them within your designated area which include – seating stands, picnic areas and entrance gates.
- To ensure that at all times, all areas are patron free during the performance and areas are kept clean during performances.
- Checking tickets/passes/lanyards presented by the public, cast and staff at all entrances.

Health and Safety

- Ensure the safety and comfort of the patrons whilst maintaining good order.
- To deal with any disturbance in a polite and firm manner.
- Ensure that the theatre site is maintained in a clean, tidy and safe condition.
- Ensure patrons comply with house rules and safe use of the venue.

The duties and responsibilities outlined in this job profile are indicative of the role; however, they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.