

# Guest Experience Team Member



Job Description  
Person Specification

May 2022

**HQ Theatres** is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

**G Live** is one of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

Located in the heart of the prosperous Guildford town centre, G Live is a remarkably flexible venue capable of accommodating the varied needs of professional touring shows and local community organisations, as well as being a vital linchpin within Guildford's business and leisure tourism offer. The Main Hall is a highly flexible space with a seated capacity of 1,031 rising to 1,700 in standing format. It has class-leading acoustics, excellent technical facilities and is highly accessible. The venue includes the Bellerby Studio and the Glass Room (both 100 capacity) and a range of meeting and function rooms.

- Employment type:** Casual
- Salary:** £9.50 per hour
- Hours:** Subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays.
- Work location:** You will be based at G Live, Guildford.
- Purpose of the role:** To assist the Venue Management team deliver memorable experiences to customers and contribute to the commercial success of G Live.
- Our ideal candidate:** Is a hardworking, organized and dedicated professional with customer care at the heart of everything they do. Has a passion for Theatre and Hospitality that is evident in their work.
- For an informal discussion contact:** Connor Harper, Senior Venue Manager  
01483739040 charper@glive.co.uk
- Closing date:** Ongoing
- How to apply:** Complete the HQ Application Form available at [glive.co.uk](http://glive.co.uk) and submit with a covering letter to [applications@glive.co.uk](mailto:applications@glive.co.uk). Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board. Enclose a CV too if you wish.

## REPORTING

You will report directly to the Venue Management Team.

## KEY ACCOUNTABILITIES

### Operations

- Welcome our guests to the venue with a personable, genuine touch, ensuring no individual leaves without feeling like a valued and appreciated customer.
- Proactively respond to guest queries and assist with ticketing enquiries at the welcome desk.
- Assist with ticket scanning, and be ready to quickly help guests solve any technical issues on their devices.
- Have an outstanding knowledge of the venue, ready to direct customers to their seats and our retail and hospitality outlets.
- To uphold the policies within the auditorium during a performance as desired by the Touring Company. This includes, but is not limited to, policies on photography, latecomers, food and drink, flashing lights, etc.
- Keeping the auditorium to a high standard of cleanliness before, during and after shows and events.
- Sell merchandise on behalf of the Touring Company, including cash handling and stock taking.
- To sell ice creams before the show and during the interval, this includes cash handling and stock taking. Additionally prepare ice creams for sale within the auditorium.
- Proactively problem solve to the best of your ability, and follow the directions of the Venue Management team accordingly.
- To sell and promote our products during a performance as required.
- To directly assist the Venue Management team with the delivery of events.
- To implement and monitor service standards, standard operating procedures and all housekeeping and setup of our event spaces.
- Support the Hospitality General Manager throughout all outlets on events.

### Health & Safety

- To identify and raise any Health and Safety risks in the venue, and to report them appropriately.
- To understand and have a working knowledge of all current Health and Safety legislation, Licensing regulations and Food Hygiene legislation.
- To assist with Fire Evacuations and take part in regular evacuation drills.
- Report any accidents or incidents to the Duty Manager immediately.
- To keep FOH areas tidy to ensure the venue is a safe place for both employees and customers.

### Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.

## Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.

## PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

### Experience

- Experience in the leisure and hospitality sector would be beneficial, delivering outstanding customer service
- Cash handling

### Skills

- An ability to communicate in an effective manner when dealing with the public.
- Able to use your own initiative and proactive approach to solving problems.

### Qualifications

- GCSE or Equivalent in Maths and English

### Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.
- Positive approach to problem solving.

### Desirable

- First aid trained.
- Hospitality (bar, café and restaurant) experience.
- Level 2 Food Safety qualifications
- Enthusiasm and interest for live theatre and entertainment.
- Basic knowledge of surrounding area.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.