

BROADWAY

Job Title **Box Office Assistant**
Department **Front of House**
Hourly rate **Age relevant National Living or Minimum Wage**

Job Description

Overall Role

To be the first point of information for all visitors to Broadway, providing excellent customer service on the Box Office, including providing information on screenings, the sale of cinema screening tickets and concessions.

To work occasionally as an usher for screenings, when required.

Specific Duties

Duties & Measures	Objectives and outcomes
Duty 1 Measures	Act as the main information point for all queries regarding Broadway's activities <ul style="list-style-type: none">• Ensure you remain up to date on all activities (including special events) taking place in the building, during your shifts.• Answer telephone calls promptly and politely, and act on any request or transfer the call as appropriate. Report deliveries and relay messages as required.• Ensure that any relevant operational issues are communicated to the Duty Manager for logging on the daily shift report.
Duty 2 Measures	Be a positive advocate for Broadway, and actively promote our programme of films, events, education services and hospitality offer in a positive way <ul style="list-style-type: none">• Acknowledge all customers on their entrance to the building and offer assistance.• Be aware of, and upsell, enhanced products such as Membership scheme, gift vouchers.• Use your knowledge of Broadway's services to engage with the customer and inform them of other products and services available that they might be interested in whilst processing their current purchase.• Promote Broadway's membership scheme and benefits to all customers.
Duty 3 Measures	Correctly authorise the sale of tickets to films and events in the cinema screens and to any other ticketed events promoted through Broadway <ul style="list-style-type: none">• Check appropriate age classifications are adhered to.• Ensure correct ticket price has been paid (e.g. is it a valid concession?) and adhere to Broadway's payment procedures.• Check and issue any tickets purchased online and collected from the box office.

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	<ul style="list-style-type: none"> • Advise customers on, and process the sale of, Broadway's membership scheme and gift vouchers. • Positively respond to requests for assistance from customers and/or offer assistance (eg location of lifts) to customers in need e.g. customers using wheelchairs needing the use of a lift, or customers with young children. • Issue and collect all equipment to customers (e.g. back supports, hearing loop headsets) and report faults when necessary.
Duty 4 Measures	Ushering <ul style="list-style-type: none"> • To greet customers and check admission tickets to ensure that no unauthorised person is admitted to the auditorium. • To remain on duty throughout screenings, ensuring safety procedures are observed and an excellent environment is maintained. • To acknowledge customers exiting the auditorium after shows, remove litter and lost property from the auditorium. • To keep the environment near to the auditorium clean and tidy and to carry out regular toilet checks. • To notify the appropriate staff of any incident liable to affect the safety, comfort or enjoyment of customers and assist with the situation as required.
Duty 5 Measures	Provide a high level of customer service and customer satisfaction at all times <ul style="list-style-type: none"> • Ensure that you offer an excellent level of customer care at all times. • Ensure that any customer complaints, and positive feedback, received during your shift are referred to a Supervisor or Manager straight away.
Duty 6 Measures	Adhere to cleanliness, health and safety and licencing regulations <ul style="list-style-type: none"> • Take responsibility for cleanliness of the box office and lobby area whilst on duty, ensuring that all areas are kept to a high standard of cleanliness and maintenance at all times. • Ensure all incidents, trips, hazards occurring in public areas are dealt with, alerted to a supervisor, and reported in accordance with Broadway's safety policies and seek assistance from a First Aider if necessary. • Ensure faulty or damaged equipment (eg back supports, 3D glasses, booster seats, hearing loop headphones) is reported to the duty manager, and taken out of use until repaired.
Duty 7 Measures	General requirements <ul style="list-style-type: none"> • Ensure effective 'on-shift' regular communication with duty manager • To remain reliable and punctual at all times and set a good example to your colleagues.