

B R O A D W A Y

Job title:	Customer Service Assistant
Reporting to:	Bar Supervisor/Venue Supervisor
Staff responsible for:	N/A
Functional responsibility:	<p>Our Customer Service Assistants (CSAs) are responsible for delivering efficient, friendly and knowledgeable customer service and helping to keep our venue well-presented and welcoming.</p> <p>As a CSA you will anticipate and be responsive to customer needs, taking responsibility for the safety, satisfaction and comfort of all visitors to Broadway.</p>

Duties & Measures Job objectives and outcomes

Duty 1 Measures	Café Bar and Mezz Bar <ul style="list-style-type: none">• To take orders and use the till after appropriate training• To have a very good understanding of floor management and table service• To serve food and beverages (alcoholic and non-alcoholic)• To adhere to laws relating to the sale of alcohol, weights and measures.• Ensure the safe and correct handing of all cash• To liaise with the kitchen to ensure the swift service of food to customers• To clear and clean counters and tables to continually maintain a welcoming environment• To assist with the cleaning of equipment, fixtures and fittings in accordance with the cleaning schedules• To ensure the re-stocking of goods within the required specifications.• To assist with stock takes across all areas as required
Duty 2 Measures	Cinema <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

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Duty 3

Measures

In all areas

- To provide excellent customer care at all times, operating to agreed standards
- To represent Broadway at all times in an efficient and friendly manner
- To communicate effectively with staff and customers
- To take part in staff meetings and training programmes as required.
- To report any faults or deficiencies, including equipment faults to the manager
- To work in a flexible way and to provide cover for different areas of the organisation as needed and following suitable training
- To receive supervision and appraisal and be committed to own development
- To be committed to and work within Broadway policies and procedures