

Casual Hospitality Team

SOUTHEND THEATRES

Job Description
Person Specification

July 2016

Casual Hospitality Team

JOB DESCRIPTION

INTRODUCTION

HQ Theatres & Hospitality (HQT&H) is a division of Qdos Entertainment Ltd.

Qdos Entertainment is wholly owned by husband and wife entrepreneurs, Nick & Sandra Thomas. Nick created Qdos Entertainment in 1999, and remains Chairman of the company, which is now one of the largest, broad-based entertainment Groups in Europe. Rooted in family entertainment and traditional values, Qdos Entertainment has grown both organically and through a steady 'buy & build' strategy, by acquiring businesses that complement the original model, managed by a highly experienced management team.

Qdos Entertainment, via its wholly owned subsidiary HQ Theatres & Hospitality, has a proven track record of successfully managing and operating theatres and other cultural venues, and is the UK's second-largest regional theatre and concert hall operator.

The current portfolio of 11 venues include: The Cliffs Pavilion, Southend; The Palace Theatre, Westcliff; G Live, Guildford; The Lyceum Theatre, Crewe; Wycombe Swan, High Wycombe; The Wyvern Theatre, Swindon; The Arts Centre, Swindon; The Beck Theatre, Hayes; The White Rock Theatre, Hastings; The Orchard Theatre, Dartford, The Colosseum, Watford, and The Churchill Theatre, Bromley.

The Company also operates an extensive range of hospitality and accommodation environments, including restaurants, cafés, bars, coffee shops and boutique hotel rooms under the brand HQ Collection. The company's freehold restaurants and accommodation businesses include the award-winning Copper Horse Restaurant and Cottages; The Mayfield Pub, Carvery and Rooms in Seamer and The Plough Pub, Restaurant & Rooms in Scalby, near Scarborough.

SENIOR MANAGEMENT STRUCTURE

Chairman: Nick Thomas

Group Chief Executive Officer: Paul Parnaby

Chief Financial Officer: Jim Parry

Chief Executive Officer, HQT&H: Julian Russell

Group Marketing Director: Ian Wilson

Operations Director, HQT&H: Alvin Hargreaves

Hospitality Director: Andrew Mugliston

Southend Theatres Ltd. is managed by the Theatre Director, **Ellen McPhillips**

LOCATION OF BUSINESS

HQ Theatres & Hospitality Limited has its headquarters office in Drury Lane, London.

The post holder will be based at **Southend Theatres Ltd.**

EQUALITY OF OPPORTUNITY

Qdos Entertainment Limited is committed to being an equal opportunities employer. The aim is to ensure that all employees are treated equally and are employed solely on the basis of their ability and potential to do the job, regardless of their race, colour, gender, sexuality, disability, age, religion or beliefs.

Hospitality Team

JOB DESCRIPTION

REPORTING

Hospitality supervisors, Team Leaders and Managers

PURPOSE OF THE POST

As a member of the hospitality team, uphold the conditions of the Theatre Licenses and ensure all operational systems required to run the hospitality department are executed in an effective manner.

Maximise profitability and ensure highest standards of customer service.

ACCOUNTABILITIES

Key Accountabilities of the Post are to:

Service

1. Assist in maintaining the highest standards of service and customer care within the whole theatre.
2. Establish a visible and accessible staff profile throughout the theatre in order to foster good relations and to provide support, advice and assistance to all visitors.
3. Serve all alcohol, beverage and food products in line with set policies and procedures.
4. Collect, clean and store appropriately all crockery, cutlery, glassware and other such catering equipment.
5. Uphold expected standards of cleanliness within all venue areas in accordance with company policies and procedures.
6. Handle customer complaints as directed and outlined in the Hospitality Handbook.
7. Dress to the appropriate standard and be ready for work at the specific start time.
8. Support the theatre management team and always represent the venue in a positive and professional manner.

Health and Safety

1. In conjunction with the Hospitality Department, ensure the company's Health and Safety Policy is fully promoted and arrangements have been made to carry out the policy.
2. If required, participate in and contribute to the Theatre's Health and Safety Committee and ensure team awareness of the content of minutes arising from such meetings.

OTHER DUTIES AND RESPONSIBILITIES

1. The post holder will undertake training and development as appropriate and keep apprised of developments in his/her field of expertise.
2. The post holder will carry out any other duties as appropriate to the post and as requested by the Hospitality General Manager, Theatre Director and/or department managers.

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PERSON SPECIFICATION

ESSENTIAL

Articulate with excellent communication skills.	
Able to work efficiently as part of a team.	
Able to follow instructions and carry out delegated tasks accurately, effectively and within given time frames.	
Ability to interact with customers in a professional, courteous and positive manner.	
A proven track record demonstrating reliability and good time keeping.	

DESIRABLE

Previous silver service and/or bar experience.	
Previous food handling experience.	
Previous cash handling experience.	
Previous experience in a busy customer service environment.	

PERSONAL

Able to undertake bar duties	
Prepared to conform to dress code.	
Able to work evenings, weekends, Bank Holidays and Christmas holidays as required to meet our service requirements.	

Hospitality Team

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I acknowledge receipt of, and confirm my agreement to, carry out the duties described in the attached job description. I understand it is current at the date shown and that, in consultation with me, it is liable to variation by management to reflect or anticipate changes in, or to, the job.

Signed

Date

[Post Holder]

Signed

Date

[for and on behalf of HQ Hospitality]